Live Help On Demand Analytics

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User Guide

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Oracle Live Help On Demand Analytics

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Introduction

This document provides detailed instructions on how to use the functionality in Oracle Live Help On Demand Analytics.

Getting Started
This chapter includes an overview of Oracle Live Help On Demand Analytics.

Menu Options
This chapter includes information on each of the administrative menus.

Using Oracle Live Help On Demand Analytics
This chapter includes detailed instructions on how to use Oracle Live Help On Demand Analytics.

Available Reports
This chapter includes information on each of the standard reports available via Oracle Live Help On Demand Analytics. (The legacy eStara reports are not detailed in this section, refer to the appendices for eStara information.)

This document also provides brief descriptions of the data elements available in Oracle Live Help On Demand Analytics reports.

Note that individual reporting engines calculate data differently. In the appendices, this document explains any differences between the way this data is calculated in WebCare or InstantService and the way it is calculated in Oracle Live Help On Demand Analytics reports.

1 Getting Started

This chapter provides an overview of Oracle Live Help On Demand Analytics. This chapter contains the following sections:

How to contact Oracle

What is Oracle Live Help On Demand Analytics?

Starting Oracle Live Help On Demand Analytics

How to Contact Oracle

If you have any problems regarding Oracle Live Help On Demand Analytics, you can contact Oracle via My Oracle Support. For more information, please go to http://www.Oracle.com/support/contact.html.

What Is Oracle Live Help On Demand Analytics?

Oracle Live Help On Demand Analytics is a reporting tool that provides information on visitor contacts carried out via Oracle Live Help Chat On Demand. The application also provides reporting statistics on legacy eStara Click To Chat for customers migrating across from that platform.

Oracle Live Help On Demand Analytics enables organizations to maximize the efficiency of their Customer Contact Centers by providing key analytics on chat engagement and agent productivity that the organization can use to identify peak usage times, agent activity rates, as well as a large range of other information.

Oracle Live Help On Demand Analytics also provides multi-organizational support for the reporting statistics so that, where an organization exists in a multi-organizational hierarchy, a parent organization can access reporting statistics for child organizations.

Starting Oracle Live Help On Demand Analytics

Third-Party Qualifications

Oracle provides support for using Oracle Live Help On Demand Analytics along with the following software:

Operating Systems

- MS Windows XP SP3
- MS Windows Vista SP1 32-bit
- MS Windows 7 (SP1), 8

Internet Browsers

- MS Internet Explorer 7, 8, 9
- Mozilla Firefox 3.6, 7.0, 8.0

Additional Supported Software

- Adobe Flash 11.4+

  Note: There have been reported issues of problems using the User Administration plug-in with specific versions of Flash. If you experience problems accessing the User Administration plug-in, please upgrade to the latest version of Flash to resolve the issue.

- MS Office 2003, 2007, 2010

Launch Oracle Live Help On Demand Analytics

Oracle Live Help On Demand Analytics can be launched either by providing the URL to your internet browser or by clicking on the link within WebCare.

Launch from URL

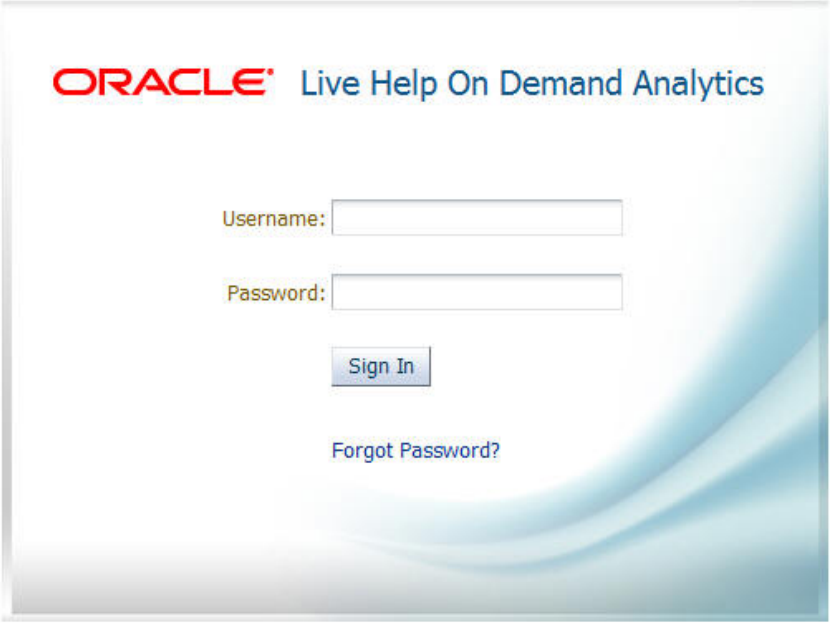
You can launch Oracle Live Help On Demand Analytics directly from your internet browser via the URL (*https://os.atg.com/*)

Launch from WebCare

If your organization has access to WebCare you can also launch Oracle Live Help On Demand Analytics from within WebCare. From the Reporting menu, click on the *Oracle Live Help OD Reporting [CHAT] NEW!* menu choice.

Logging In

Whichever method you use to launch the application, a login screen displays and asks you to enter your login details.



To log in, enter your Username and Password and click the Sign In button.

Forgotten password

If you forget your password, you can click on the *Forgot Password?* link to display the password recovery screen.

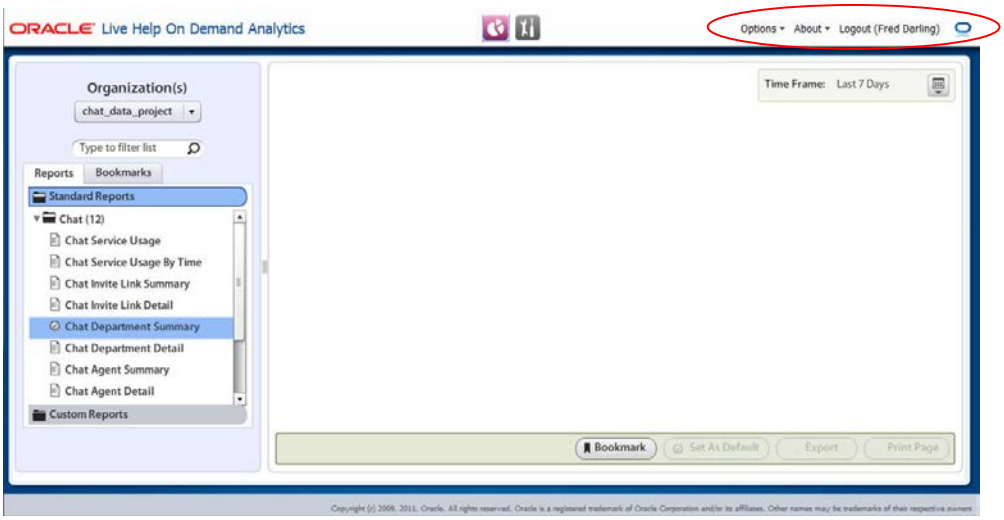
You must enter the email address associated with the account and click on the *Recover Password* button. You should then receive an email containing a newly generated password. You can then return to the Oracle Live Help On Demand Analytics login screen and log in using the new password.

2 Menu Options

This chapter includes information on each of the following menus:

Options Menu
About Menu
Logout

The menu bar in Oracle Live Help On Demand Analytics can be found above the report display window.

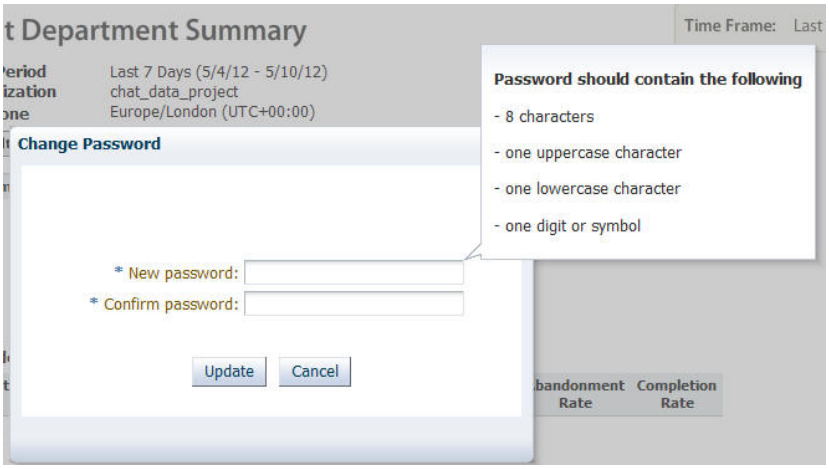


Options Menu

The Options Menu enables you to perform account setting tasks within Oracle Live Help On Demand Analytics.

Changing a Password

Clicking on the *Change Password* option displays the *Change Password* window.



The criteria for creating a valid password are automatically displayed when the Change Password window opens. Your new password must contain at least:

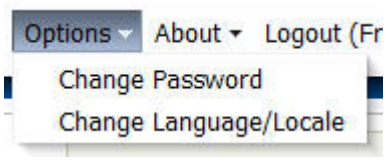
- Eight characters
- One upper case character
- One lower case character
- One digit or symbol.

To change your password, enter a valid password into both the *New password* and *Confirm password* fields and click the *Update* button. The *Update* button is not active until you have completed both fields with matching valid entries.

Changing a Language/Locale

You can set a console language and locale in accordance with the user's preferences. To change your current settings you must:

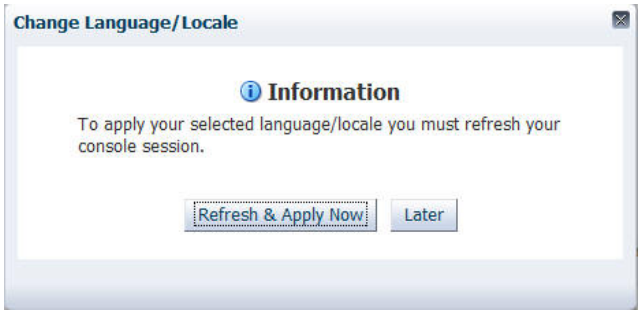
1. Select Change Language/Locale from the Options menu, as displayed below:



2. Choose the user's language and locale from the Language/Locale drop down list.

3. Click on *Update* to confirm the new language/locale setting, or cancel.

Once confirmed, the following message displays:



4. Click on *Refresh & Apply Now* to confirm that you want to refresh your current console session and automatically apply the new language settings. Or, you can click *Later* to save your new language selections and refresh your console session at a later time – the new language settings are then applied.

About Menu

The About menu provides more information regarding Oracle Live Help On Demand Analytics. The following options are available from this menu:

User Guide

You can use the User Guide to walk through how to actually use Oracle Live Help On Demand Analytics. It will guide you through tasks and provide descriptions of the metrics available in the Oracle Live Help On Demand Analytics reports.

It also explains any differences between the ways the metrics are calculated in WebCare legacy eStara chat reports or in Oracle Live Help Chat On Demand (formerly known as InstantService Chat) reports and the way directly comparable metrics are calculated in Oracle Live Help On Demand Analytics reports.

Administrator's Guide

The Administrator's Guide provides details on how to perform administrative duties for those users who have Organization Admin privileges. Its main focus is on user account administration including, creating new users and editing the details of existing users.

Legal & Privacy

This option displays a legal statement concerning your use of Oracle Live Help On Demand Analytics. The statement includes links to the Oracle Privacy Policy and Oracle's Legal Information web page.

Logout

This option logs you out of Oracle Live Help On Demand Analytics and returns your web browser to the Oracle Live Help On Demand Analytics logon page.

3 Using Oracle Live Help On Demand Analytics

This chapter contains information on how to use Oracle Live Help On Demand Analytics.

It includes the following sections:

Selecting a Report

Filtering a Report

Exporting Data from a Report

Bookmarking a Report

Subscribing to a Report

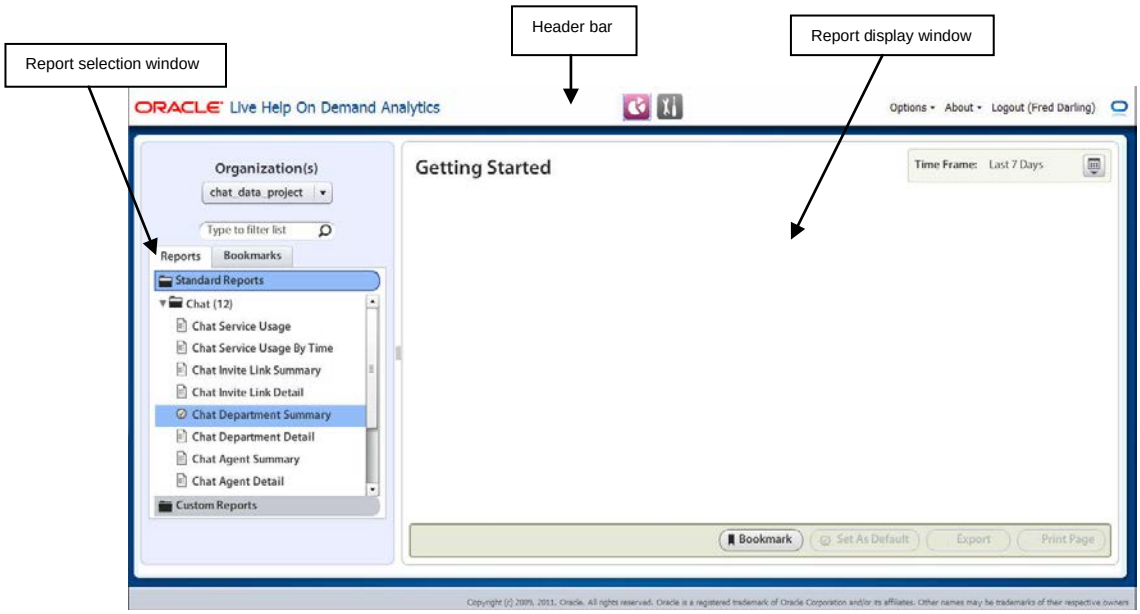
Setting a Report as Default

Printing a Report

Selecting a Report

When you first log in to Oracle Live Help On Demand Analytics you are presented with the default display.

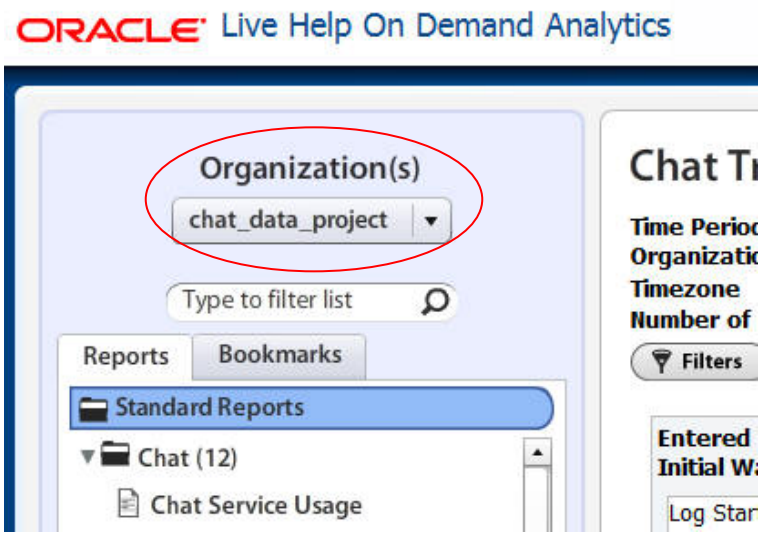
This comprises a header bar, a report selection window on the left hand side of the screen and a report display window in the main body of the screen. An example display screen is shown below.



After logging in, the report display window displays the default report. If there is no default report associated with your user account, then the report display window provides instructions on how to select a report. For information on how to configure a report as the default report, please refer to the Set a Report as Default section of this document.

Organizational Context

The first step in selecting a report is to choose the organization to which the data displayed in the report refers. An example display screen is shown below.



Each user account has a default organization associated with it. However, some user accounts are created in a multi-organizational framework and these user accounts have access to data for a parent organization and related child organizations. All organizations to which a user account has access are listed in the dropdown box in the report selection window.

If a report is already on display when the organizational context changes, then it automatically refreshes to display the same report for the newly-selected organization.

Report Folders

The Reports tab within the report selection area of the screen contains two report folders. Each of these report folders can be expanded to show a report tree listing the reports available through the relevant report folder. The two report folders are *Standard Reports* and *Custom Reports*.

Standard Reports

These are the reports that are available for all customers to view, depending on which service is being used. They are displayed in the report tree and clicking on any of the reports in the report displays the report in the report window.

For more information on each of these reports, please see the Available Reports section of this document.

Custom Reports

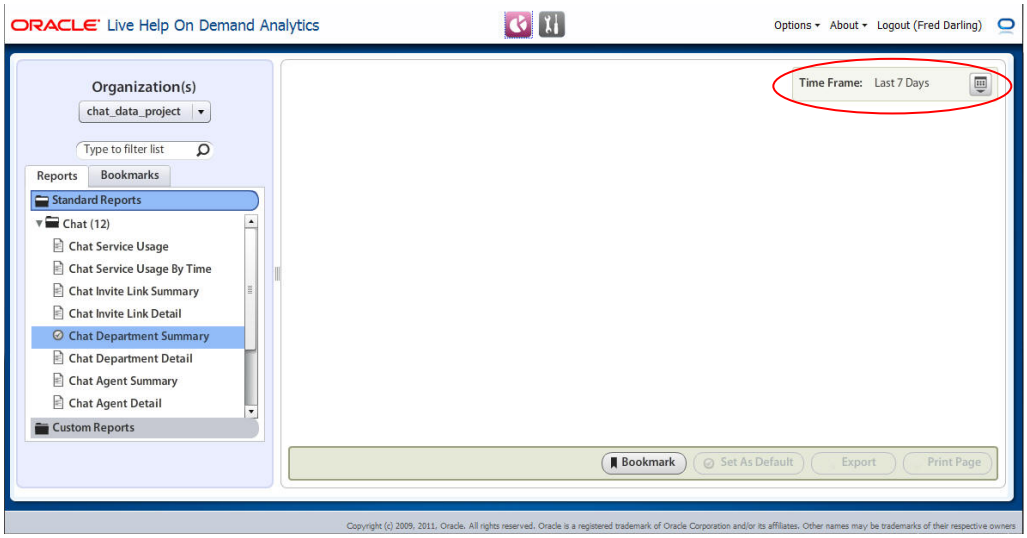
Custom reports are reports that have been created specifically for a particular organization by Oracle and are only available to view by accounts associated with that particular organization. Any custom reports relevant to the currently selected organization are displayed in the report tree within this report folder.

Please contact Oracle via My Oracle Support for more information regarding Custom Reports.

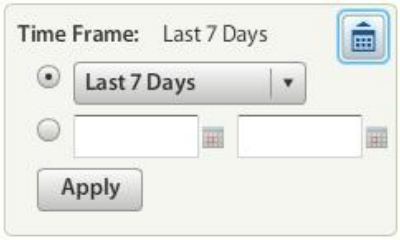
Time frames

The time frame for which a report displays data can be specified in one of two ways. You can either select a pre-defined time frame relative to the current date, or you can provide a start and end date to the report.

The default time frame for each report is *Last 7 Days*. To select a different time frame, click on the calendar icon on the top right hand side of the report display window.



This expands the date selection frame.



If you click the first radio button you can select one of the pre-defined relative time frames using the dropdown box. If you click the second radio button, you can define an absolute time frame.

Relative Time Frames

There are a number of pre-defined relative time frames that return data for the time period described. You can select the relative time frame you require by clicking on the first radio button, choosing the required time frame from the dropdown box and clicking the *Apply* button. The report then refreshes with the new time frame applied.

The following table provides more information about how the pre-defined time frames display data.

Time frame	Description	Selecting this time frame at 14:26:11 on Thursday 16th February 2012 displays data for a period -	
		Starting at	Ending at
Yesterday	This displays data from the previous day.	00:00:00 on Wednesday 15th February 2012	23:59:59 on Wednesday 15th February 2012
Last 3 days	This displays data for the most recently completed 3-day period	00:00:00 on Monday 13th February 2012	23:59:59 on Wednesday 15th February 2012
Last 7 days	This displays data for the most recently completed 7-day period	00:00:00 on Thursday 9th February 2012	23:59:59 on Wednesday 15th February 2012
Last 14 days	This displays data for the most recently completed 14-day period.	00:00:00 on Thursday 2nd February 2012	23:59:59 on Wednesday 15th February 2012
Last week	This displays data for the most recently completed calendar week.	00:00:00 on Tuesday 7th February 2012	23:59:59 on Monday 13th February 2012
Week to date	This displays data for the current calendar week.	00:00:00 on Tuesday 14th February 2012	23:59:59 on Wednesday 15th February 2012
Last month	This displays data for the most recently completed calendar month.	00:00:00 on Sunday 1st January 2012	23:59:59 on Tuesday 31st January 2012
Month to date	This displays data for the current calendar month.	00:00:00 on Wednesday 1st February 2012	23:59:59 on Wednesday 15th February 2012
Last 3 months	This displays data for the most recently completed 3-month period.	00:00:00 on Monday 1st November 2011	23:59:59 on Tuesday 31st January 2012
Last quarter	This displays data for the most recently complete financial quarter.	00:00:00 on Friday 1st October 2011	23:59:59 on Friday 31st December 2011

Quarter to date	This displays data for the current financial quarter	00:00:00 on Saturday 1st January 2012	23:59:59 on Wednesday 15th February 2012
Last year	This displays data for the most recently completed calendar year.	00:00:00 on Friday 1st January 2011	23:59:59 on Friday 31st December 2011
Year to date	This displays data for the current calendar year	00:00:00 on Sunday 1st January 2012	23:59:59 on Wednesday 15th February 2012
Last 2 years	This displays data for the two most recently completed calendar years.	00:00:00 on Thursday 1st January 2010	23:59:59 on Friday 31st December 2011

Note: Each of the "to date" time frames provides data up to the end of the previous day. This means that selecting a "to date" time frame during the first day of the time frame returns no data. E.g., selecting "Month to date" on the 1st February returns no data.

Absolute Time Frames

You can also define the reporting time frame by providing a start date and an end date. There are some limitations to the dates that you can define.

- Reports can only go back to Jan 1st two calendar years ago, i.e. if the current date is in 2012, the supplied Start Date for the report cannot be before Jan 1st 2010.
- The End Date cannot be after yesterday's date, i.e. today's date or any date in the future cannot be used as the End Date for the report.

You can define the absolute time frame you require by clicking on the second radio button, selecting the desired start and end dates using the calendar picker and clicking the *Apply* button. The report then refreshes with the new time frame applied.

Filtering a Report

Oracle Live Help On Demand Analytics allows you to filter selected reports using advanced filters. This section details the filters that are available for each of the reports and provides instructions on how to apply the available filters.

The table below summarizes which filters are currently available for each of the Chat reports:

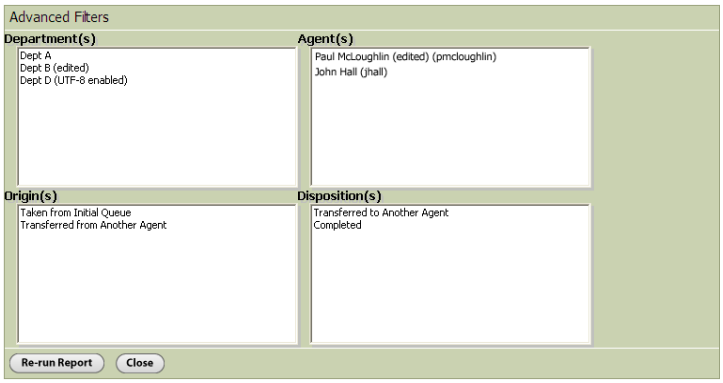
Report	Filters Available
Chat Service Usage	Invite Link(s) Low Activity Chats
Chat Service Usage By Time	Invite Link(s) Low Activity Chats
Chat Invite Link Summary	Invite Link(s) Low Activity Chats
Chat Invite Link Detail	Low Activity Chats
Chat Department Summary	Department(s)
Chat Department Detail	Department(s)
Chat Agent Summary	Agent(s)
Chat Agent Detail	Agent(s)
Chat Summary	Initial Department(s) Final Department(s) Initial Agent(s) Final Agent(s) Invite Link(s) End Reason(s) Low Activity Chats Invite Link Page

Chat Session Summary	Department(s) Agent(s) Origin(s) Disposition(s)
Chat Transcript	Initial Department(s) Final Department(s) Initial Agent(s) Final Agent(s) Invite Link(s) End Reason(s) Low Activity Chats Invite Link Page
Chat Detail	Chat ID

The procedure for applying a filter to a report is as follows:

1. Click on the Filters button in the report display window.

   You now see a screen containing advanced filters, an example of which is displayed below.



   ***Note*:** The advanced filters available differ depending on which report you are viewing.

2. Select which filter options you wish to apply from the advanced filters displayed.

   Note: You can select more than one option from each advanced filter by holding down the Ctrl key whilst selecting your options. If you need to deselect a filter, again hold down the Ctrl key and select the option. To cancel and restart your filter selections you must close the advanced filters window and repeat steps 1-2.

3. Click the *Re-run Report* button to view the report with the filter(s) applied. You can also click the *Close* button to return to the report without applying any filters.

Advanced Filter Descriptions

Low Activity Chats

A Low Activity Chat is any chat that an agent has picked up which has less than or equal to a specified number of interactions between the visitor and the agent. By default, any chat where either the agent OR the visitor has 1 or fewer interactions will be classed as a Low Activity Chat.

The number of interactions that marks the upper limit for a Low Activity Chat is configurable. To change the settings for Low Activity Chats, please open a Service Request via My Oracle Support.

The Low Activity Chat advanced filter enables you to filter the data displayed by the report depending on whether or not it matches the defined criteria for a Low Activity Chat.

There are three options available when using the Low Activity Chat advanced filter. These are:

- All Chats – Low Activity Chats Included (**Note**: This is the default option for all reports.)
- Low Activity Chats Excluded
- Low Activity Chats Only

When a Low Activity Chat filter is applied on a report, all of the metrics on that report will display the data from the filtered subset of data for that report.

It is important to bear in mind how the selected filter will affect the data displayed. This is particularly the case in the Chat Service Usage and Chat Service Usage By Time reports. As the Low Activity Chats refer only to chats that have been connected to an agent, then selecting the Low Activity Chats Excluded or Low Activity Chats Only options from the filter for these reports means that chats abandoned in the initial queue will not be included in the data displayed in these reports.

For example, if you select Low Activity Chats Only on the Chat Service Usage report, the Abandonment Rate metric is likely to be much lower than usual as most abandoned chats are abandoned from the initial queue, and so these will not be included in the Low Activity Only filter.

Average Initial Wait Time may be similarly affected as chats with a long Initial Wait Time are more likely to be abandoned before connecting, and so they will be removed from the calculation for Average Initial Wait Time when the Low Activity Chats only filter is applied.

Department(s)

A department refers to the name of the department to which chats have been routed.

Agent(s)

An agent refers to the name of the agent or Customer Service Representative (CSR).

Disposition

Disposition refers to the manner in which the chat session ended.

There are a number of potential dispositions for a chat session. These include:

- Completed – The visitor left the session and the agent performed any wrap up required.
- Transferred to another Agent (but completed by self) – The session was transferred directly to another agent, but the original agent remained on the session and completed the session.
- Transferred to Queue (agent disconnect) – The agent lost their connection during the session and the system transferred the chat back to the most recent queue.
- Transferred to Agent – The session was transferred directly to another agent.
- Transferred to Queue – The session was transferred to a queue.
- Agent left session – This session disposition metric relates to a chat session where an agent has received a transferred chat but the recipient agent has exited the chat before the transferring agent.

Origin(s)

The origin refers to the origin of the chat session, i.e. the underlying reason for the creation of the chat session. There are a number of potential origins for a chat session. These include:

- Taken from initial queue – This origin is used if a chat is taken from the first queue it joined after the chat was initiated.
- Taken from transfer queue – This origin is used if the chat was transferred to a queue by the agent who participated in the previous session of the chat.
- Taken from transfer queue (disconnect) – This origin is used if the previous chat was terminated by an agent disconnection and the system placed the chat back in the queue.
- Transferred from Another Agent – This origin is used if an agent directly transfers the chat to another agent.

Invite Link(s)

Invite link refers to the name of the invite link that the visitor clicked to initiate a chat.

End Reason(s)

End reason refers to the business reason for the end of the interaction between the visitor and the agent(s). The reason will be selected from the following options:

- Visitor abandoned initial queue: The visitor abandoned the system from the queue before a chat session was initiated.

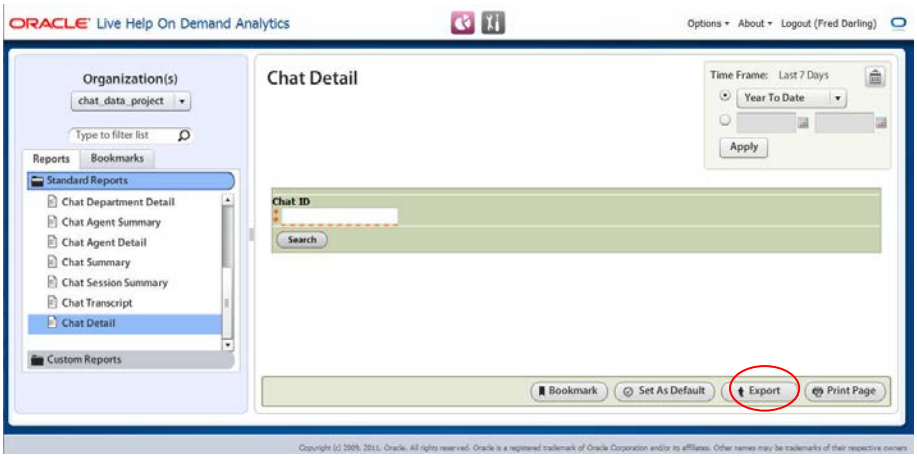
- Visitor abandoned transfer queue: The visitor abandoned the system from a queue after chatting to an agent and being transferred back to a queue.
- Monitor ended session: The monitor ended the chat and exited all participants.
- Agent dismissed visitor: The agent dismissed the visitor but kept the chat active to perform wrap up activities.
- Monitor dismissed visitor: The monitor dismissed the visitor.
- Visitor exited during chat: The visitor exited the system while a chat was taking place.
- Connection timed out: Either the visitor's or the agent's connection timed out.
- Agent ended session: The agent ended the chat and exited all participants.

Exporting Data from a Report

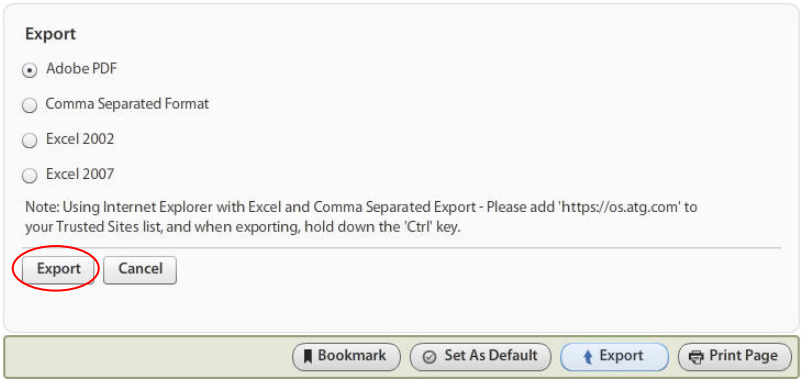
The data presented in any of the reports can be exported in one of the following formats:

- Adobe PDF
- Comma Separated Values (CSV)
- Microsoft Excel 2002
- Microsoft Excel 2007.

1. To export a report, click on the *Export* button which can be found among the report action buttons below the report display window. An example screen is displayed below.



2. Select which format you wish to export the report to, and click on the *Export* button which can be found below the list of export formats. You can also cancel the export by clicking on the *Cancel* button.



This opens a new window containing the exported report.

Notes

- Durations are presented in HH:MM:SS format, but when data is exported to Excel and Comma Separated formats, the same fields are presented in seconds.
- All metrics presented as percentages in the HTML, PDF, and XLS report formats are delivered as ratios in the CSV exports.
- Oracle Live Help On Demand Analytics supports the use of Optional Data Fields to capture data about individual chats. These Optional Data Fields are displayed on the Chat Summary and Chat Detail reports. The labels and content for these fields is configurable per customer and as such they are not listed as separate items within this document.
- The definition for some metrics notes that their display is “Conditional based on data availability.” This means the metric is displayed if associated data exists for it within the given reporting time frame. If there is no associated data within the reporting timeframe, then the metric will not be displayed.
- For customers migrating from the legacy eStara Click To Chat system, the legacy reports for this system will be available using the Oracle Live Help On Demand Console. These legacy reports will continue to be populated with new data if the legacy system is being used in parallel with Oracle Live Help Chat On Demand. Once the transition is complete, the legacy reports will still be available for reference, but will not be populated with any new data.

Bookmarking a Report

Oracle Live Help On Demand Analytics allows you to bookmark a report so that you can select the bookmark from the bookmark folder and the report runs with the same time frame and filters in place as when the bookmark was created. This section provides instructions on how to create, view, rename and delete a bookmark

Once you have created a bookmark you can also create a subscription which sends you an email containing the bookmarked report at specified intervals. For more information on subscriptions, please refer to the Subscribing to a Report section of this document.

Bookmarks are listed in the *Bookmark* tab in the report tree window. There are two sections in the *Bookmark* tab:

- *My Bookmarks* – Bookmarks in this folder are known as **private bookmarks**. This folder contains all of the private bookmarks you have created and these can only be viewed by you.
- *Organization bookmarks* – Bookmarks in this folder are known as **public bookmarks**. This folder contains all of the public bookmarks that were created at the organization level and can be viewed by all users who can access reports for the specified organization.

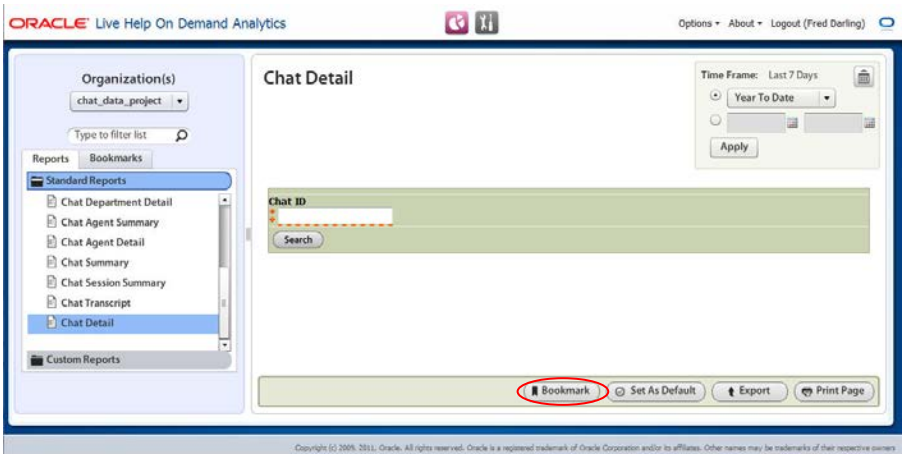
You can set the bookmark type during the process of creating the bookmark.

Create a Bookmark

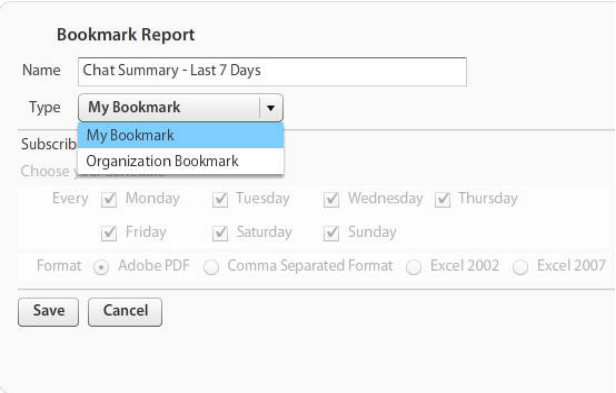
You can create a bookmark while viewing any of the standard or custom reports. You cannot create a bookmark if you are viewing an existing bookmark.

The procedure for creating a bookmark is as follows:

1. Click on the *Bookmark* button which can be found among the report action buttons below the report display window. An example screen is displayed below.



2. Fill in the fields on the Bookmark Creation dialog box, as displayed below.



The fields are:

- Bookmark Name – The default Bookmark Name is the name of the originating report appended by the time frame, e.g. Chat Summary – Last 7 Days. You can change this to any value you wish, although it must comply with the following constraints:
  - No more than 255 characters
  - Cannot be a duplicate of an existing bookmark name
  - Cannot be blank
  - Can only contain alpha-numeric characters.
- Type – Indicate whether this bookmark should go in the *My Bookmark* or *Organization Bookmark* folder by selecting the appropriate option from the dropdown box. The default value for this field is *My Bookmarks*.
- Subscribe to this Report? -
  - If you are subscribing to a bookmark with a relative time frame then you can also choose to subscribe to the bookmark while creating it.
  - Subscribing to a report instructs Oracle Live Help On Demand Analytics to run the bookmarked report to a defined schedule and to email the report to a managed list of subscribers. For more information on subscribing, please refer to the Subscribing to a Report section of this document.
  - To subscribe while creating a bookmark, click the *Subscribe to this Report?* checkbox and confirm your scheduling choices and format. The scheduling choices vary depending on the relative time frame selected for the report.

3. Click on the *Save* button once you have provided all the necessary information and the bookmark is added to the appropriate folder on the *Bookmarks* tab.

View a Bookmark

Bookmarks are listed in alphabetical order in the appropriate section of the *Bookmarks* tab in the report tree window. Any report displayed in the report display window remains on display until a bookmark is selected from the report tree.

When you select a bookmark from the report tree the report specified by the bookmark loads in the report display window.

Once the report specified by the bookmark has loaded, you can use the date picker to re-run the report with a different time frame. For more information on changing the time frame of a report, please see the Time frames section of this document.

Rename a Bookmark

You can rename a bookmark if it is a private bookmark, or if it is a public bookmark you created. You cannot rename a public bookmark if was created by someone else.

The procedure for renaming a bookmark is as follows:

1. Click the *Edit* button to the right of the bookmarks folder containing the bookmark you wish to rename to enter edit mode.

   You are now in edit mode.

2. Click the *Edit* button to the right of the bookmark you wish to rename.

3. Type the new bookmark name in the text box. The new bookmark name must comply with the criteria listed for bookmark names in the Create a Bookmark section of this document.
4. At this point you can either save the new bookmark name by clicking on the *Save* button to the right of the text box, or cancel the changes by clicking on the *Retract* icon to the left of the text box.

   You can also click on the *Unsubscribe* or *Edit Schedule* buttons if you have subscribed to this bookmark. Refer to step 2 of the Create a Bookmark section.

5. Click on the *Done* button to the right of the bookmarks folder to exit edit mode.

Delete a Bookmark

You can delete a bookmark if it is a private bookmark, or if it is a public bookmark you created. You cannot delete a public bookmark if it was created by someone else.

The procedure for deleting a bookmark is as follows:

1. Click the *Edit* button to the right of the bookmarks folder containing the bookmark you wish to delete.

You are now in edit mode.

2. Click the *Delete* button to the left of the bookmark you wish to delete.

If you are deleting a bookmark from the Organization Bookmarks folder, the number of other users subscribed to this bookmark appears below the bookmark name.

3. At this point, you can either confirm you wish to delete the bookmark by clicking the Delete button to the right of the bookmark name, or cancel the deletion by clicking the Revert button to the left of the bookmark name.

4. Click on the *Done* button to the right of the bookmarks folder to exit edit mode.

Subscribing to a Report

Oracle Live Help On Demand Analytics allows you to subscribe to a bookmarked report. When you subscribe to a report you are instructing Oracle Live Help On Demand Analytics to run the report on a defined schedule and to email the resulting report to you in your chosen format.

You can only subscribe to a bookmarked report, and cannot subscribe to a standard or custom report. All bookmarked reports can be found in the *Bookmarks* tab of the report tree.

Subscription emails are sent to the email address associated with your account, so you can only subscribe to reports for yourself and cannot subscribe on behalf of someone else.

Create a subscription

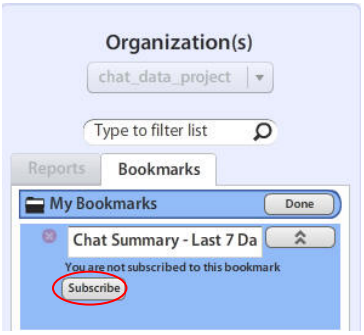
You can subscribe to a bookmarked report by either creating the subscription while creating the bookmark. This method is covered in the Create a Bookmark section of this document. Or, you can subscribe through the report action button. If a report has already been bookmarked, you can subscribe to the report using either of the following methods.

Subscribe via the report tree

1. Click the *Edit* button to the right of the bookmarks folder containing the bookmark to which you wish to subscribe.

2. Click the *Edit* button to the right of the bookmark to which you wish to subscribe.

3. Click the *Subscribe* button below the text box with the name of the bookmark.



4. Make your selections from the scheduling choices to define when and how frequently this report should be emailed to its recipients. The options available depend on the relative time frame of the report.

   Note: If this is a public bookmark you cannot alter the subscription schedule.

5. At this point you can confirm the subscription by clicking the *Confirm* button, or cancel the subscription by clicking the *Cancel* button.

6. Click on the *Done* button to the right of the bookmarks folder to exit edit mode.

Subscribe via the report action button

1. Click on the bookmarked report to which you wish to subscribe in the *Bookmarks* tab of the report tree.

2. Click the *Subscribe* button which can be found in the report action buttons below the report display window.

3. Make your selections from the scheduling choices to define when and how frequently this report should be emailed to its recipients. The options available depend on the relative time frame of the report.

   Note: If this is a public bookmark you cannot alter the subscription schedule.

4. At this point you can confirm the subscription by clicking the *Confirm* button, or cancel the subscription by clicking the *Cancel* button.

Whichever method you use to create the subscription, once it is complete you can identify which bookmarked reports you have subscribed to by viewing the *Bookmarks* tab in the report tree. Each bookmarked report to which you have subscribed has a clock icon beside the bookmark name.

View a Schedule

You can view the schedule for sending the automated emails for any bookmarked report to which you have subscribed.

The procedure to view a schedule is as follows:

1. Click the *Edit* button to the right of the bookmarks folder containing the schedule you wish to view.

2. Click the *Edit* button to the right of the relevant bookmark for the schedule you wish to view.

3. Click the *View Schedule* button to display the schedule associated with the bookmark
4. Once you have finished, click the *OK* button.
5. Click on the *Done* button to the right of the bookmarks folder to exit edit mode.

Edit a Schedule

You can edit the schedule details for private bookmarks only.

The process to edit a schedule is as follows

1. Click the *Edit* button to the right of the bookmarks folder containing the schedule you wish to view.

2. Click the *Edit* button to the right of the relevant bookmark for the schedule you wish to view.

3. Click the *Edit Schedule* button to display the schedule associated with the bookmark.

4. Select the required schedule options.
5. At this point you can confirm the changes by clicking the Confirm button, or cancel the changes by clicking the Cancel button.
6. Click on the *Done* button to the right of the bookmarks folder to exit edit mode.

Unsubscribe from a Report

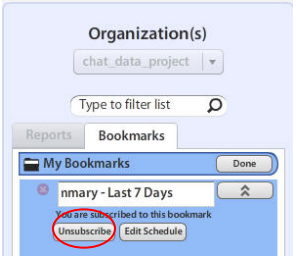
You can unsubscribe from any report to which you are currently subscribed. There are two methods to unsubscribe from a report and they are both detailed in this section.

Unsubscribe via the report tree

1. Click the *Edit* button to the right of the bookmarks folder containing the bookmark from which you wish to unsubscribe.

2. Click the *Edit* button to the right of the bookmark from which you wish to unsubscribe.

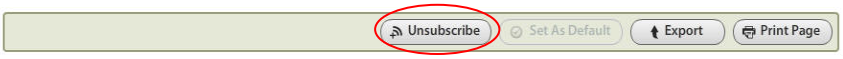
3. Click the *Unsubscribe* button below the text box with the name of the bookmark.



4. Click on the *Done* button to the right of the bookmarks folder to exit edit mode.

Unsubscribe via the report action button

1. Click on the bookmarked report from which you wish to unsubscribe in the *Bookmarks* tab of the report tree.
2. Click the *Unsubscribe* button which can be found in the report action buttons below the report display window.



Set a Report as Default

You can set any of the available Standard or Custom reports except the Chat Detail report as the default report for your account.

Setting a report as the default report means that report is displayed each time you start Oracle Live Help On Demand Analytics.

In a multi-organization configuration, you can only set a report associated with the parent organization as the default report. This is because the parent organization is always the default organizational context when Oracle Live Help On Demand Analytics starts.

In order to set a report as the default report, click on the *Set as Default* button which can be found among the action buttons below the report display window.

This button is disabled when you are viewing a report that cannot be set as the default report.

The report tree indicates which report is currently set as the default report by displaying a tick beside the name of the default report.

Print a Report

Clicking on the *Print Page* button prints the data currently displayed in the report display window.

If a report contains more data than is currently on display in the report display window, then you must first export the data and then print out the exported report. It is recommended that you export to PDF format for the purposes of printing the report. For instructions on how to export a report, please refer to the Exporting Data from a Report section of this document.

4 Available Reports

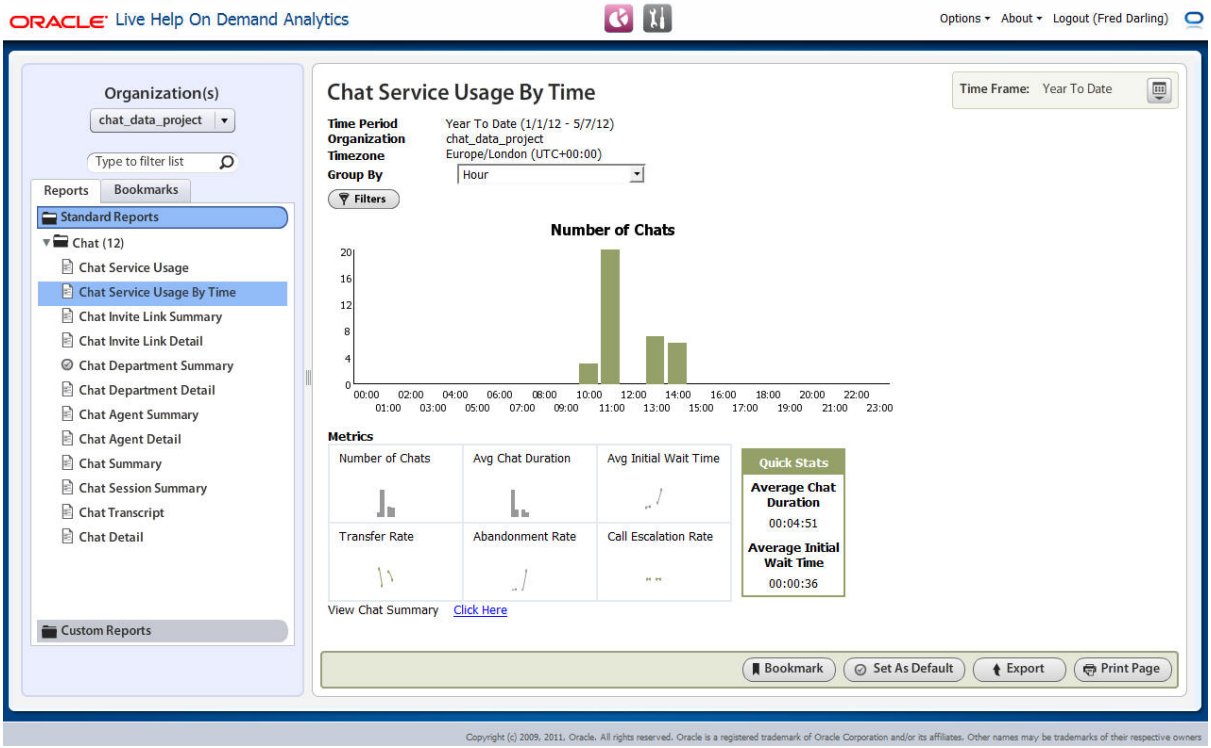
This chapter provides detailed information about each of the standard Chat reports available within Oracle Live Help On Demand Analytics. It provides the following information about each report:

- Name – The name of the report.
- Description – A brief description of the purpose of the report.
- Metrics displayed – A list of the metrics displayed by the report.
- Filters available – A list of the filters available for the report.
- Drill-through details – A list of the reports that you can drill-through to from the report being viewed.

The reports covered in this section are:

- **Chat Service Usage/Chat Service Usage By Time**
- **Chat Invite Link Summary**
- **Chat Invite Link Detail**
- **Chat Department Summary**
- **Chat Department Detail**
- **Chat Agent Summary**
- **Chat Agent Detail**
- **Chat Summary**
- **Chat Session Summary**
- **Chat Transcript**
- **Chat Detail**

Chat Service Usage/Chat Service Usage By Time



Description

The Chat Service Usage and Chat Service Usage By Time reports display data regarding visitors' usage of the Oracle Live Help Chat On Demand service. It includes all chats where the chat End Time falls within the reporting time frame.

The Chat Service Usage displays data grouped by the day, week, month or year. The Chat Service Usage By Time report displays data grouped by the hour or half-hour.

Metrics

The following metrics are displayed by the Chat Service Usage and Chat Service Usage By Time reports:

- Number Of Chats
  - The total number of connected chats across the reporting time frame.
- Average Chat Duration
  - The average of the Chat Duration values across all chats covered by the report.

- Average Initial Wait Time
    - The average of the **Wait Time** values across all chat sessions covered by the report.
- Transfer Rate
    - The percentage of chats that have at least one transfer. This includes all types of department or agent transfers.
- Abandonment Rate
    - The percentage of chats that were abandoned in queue, whether before or after chatting with an agent. For example, if a visitor chats to an agent and gets transferred back to the queue but then abandons the queue, then this metric is calculated, even though the visitor has chatted to at least one agent.
- Call Escalation Rate
    - This is the percentage of chats in which at least one call link was pushed to visitors.

In addition to the main metrics, there is a Quick Stats box which displays the following metrics:

- Average Chat Duration
    - The average of the Chat Duration values across all chats covered by the report.
- Average Initial Wait Time
    - The average of the **Wait Time** values across all chat sessions covered by the report.

The metrics displayed in the Chat Service Usage report can be grouped in daily, weekly, monthly or yearly intervals by selecting the desired option from the *Group By* dropdown list.

The metrics displayed in the Chat Service Usage By Time report ban be grouped in hourly or by half-hourly intervals by selecting the desired option from the *Group By* dropdown list.

Filters

The following filters can be applied to the Chat Service Usage and Chat Service Usage By Time reports:

- Invite Link(s) – The name of the invite link that the visitor clicked to initiate a chat. Multiple Invite Links can be included by this filter.
- Low Activity Chats - any chat that an agent has picked up which has less than or equal to a specified number of interactions between the visitor and the agent. By default, any chat where either the agent OR the visitor has 1 or less interactions will be classed as a Low Activity Chat.

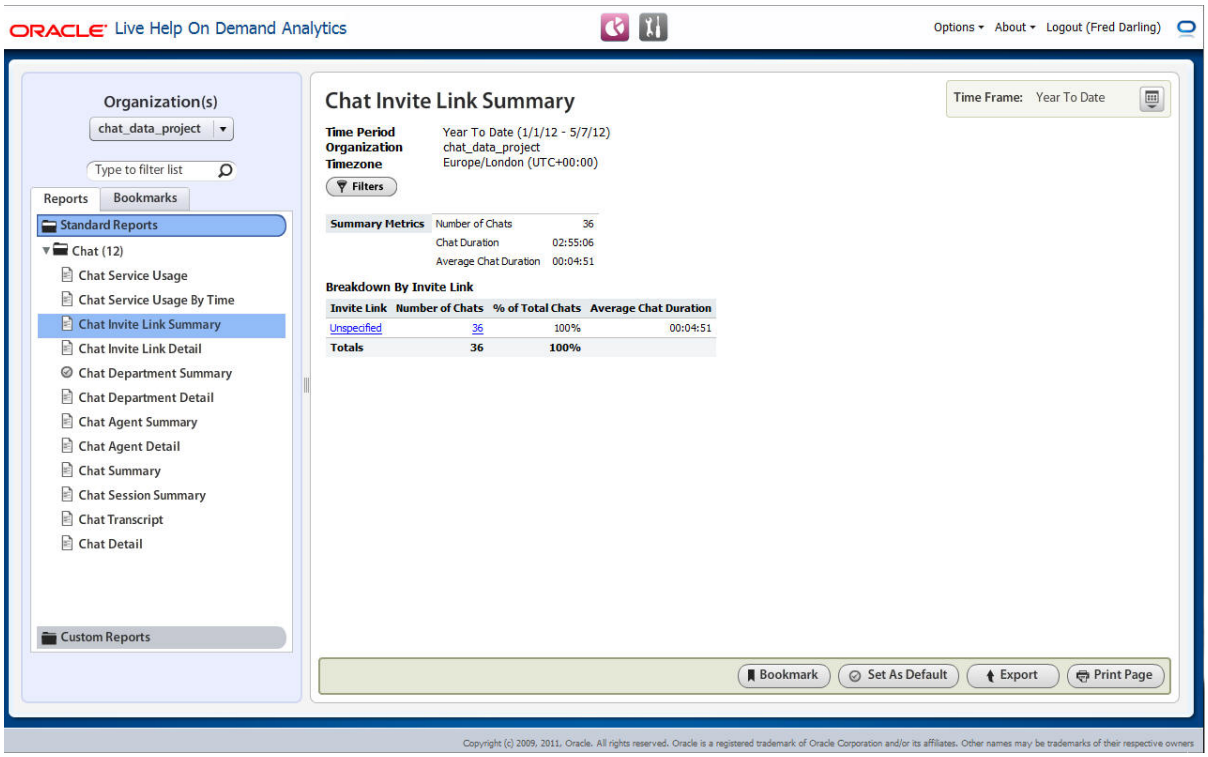
For further details and instructions on how to apply a filter, please refer to the Filtering a Report section of this document.

Drill-through

You can drill-through to the following reports from the Chat Service Usage report:

- Chat Summary – Clicking on one of the entries in the Number Of Chats column opens the Chat Summary report to display data on the chats that are included in the chat count.
- Chat Service Usage By Time – If you are viewing the Chat Service Usage report, there is a direct link to the Chat Service Usage By Time report.

Chat Invite Link Summary



Description

The Chat Invite Link Summary report displays data regarding chats that were initiated via the specified Chat Invite Link. It includes all chats where the chat End Time falls within the reporting time frame.

Metrics

There are two tables displayed by the Chat Invite Link Summary report.

The **Summary Metrics** table displays metrics relating to all of the departments combined. These metrics are:

- Number Of Chats
  - The total number of connected chats across the reporting time frame.
  - In Chat Invite Link Summary report this holds the number of connected chats that were initiated from the associated invite link.
- Chat Duration
  - The elapsed duration of the chat (disregarding overlapping session times on a single chat). This is calculated from the time that the chats were connected and does not include the initial wait time.
- Average Chat Duration - The average of the Chat Duration values across all chats covered by the report.

The **Breakdown By Invite Link** table displays metrics relating to the invite link specified in the table. The metrics displayed are:

- Invite Link – The name of the invite link that the visitor clicked to initiate a chat.
- Number Of Chats
  - The total number of connected chats across the reporting time frame.
- % Of Total Chats
  - The percentage of the total number of chats that the associated number of chats represents.
  - In the Chat Invite Link Summary report, this holds the percentage of overall number of chats that were initiated from the associated Invite.

    For example, in the Chat Invite Link Summary report if 500 chats were connected and:

    - 350 of the connected chats were initiated from an invite called InviteLink1
    - 150 of the connected chats were initiated from an invite called InviteLink2.
    - The **% of Total Chats** sent by InviteLink1 and InviteLink2 respectively would be:
      - 70% from InviteLink1 (350 divided by 500)
      - 30% from InviteLink2 (150 divided by 500).
- Average Chat Duration - The average of the Chat Duration values across all chats covered by the report.

Filters

The following filters can be applied to the Chat Invite Link Summary report:

- Invite Link(s) – The name of the invite link that the visitor clicked to initiate a chat. Multiple Invite Links can be included by this filter.
- Low Activity Chats - any chat that an agent has picked up which has less than or equal to a specified number of interactions between the visitor and the agent. By default, any chat where either the agent OR the visitor has 1 or less interactions will be classed as a Low Activity Chat.

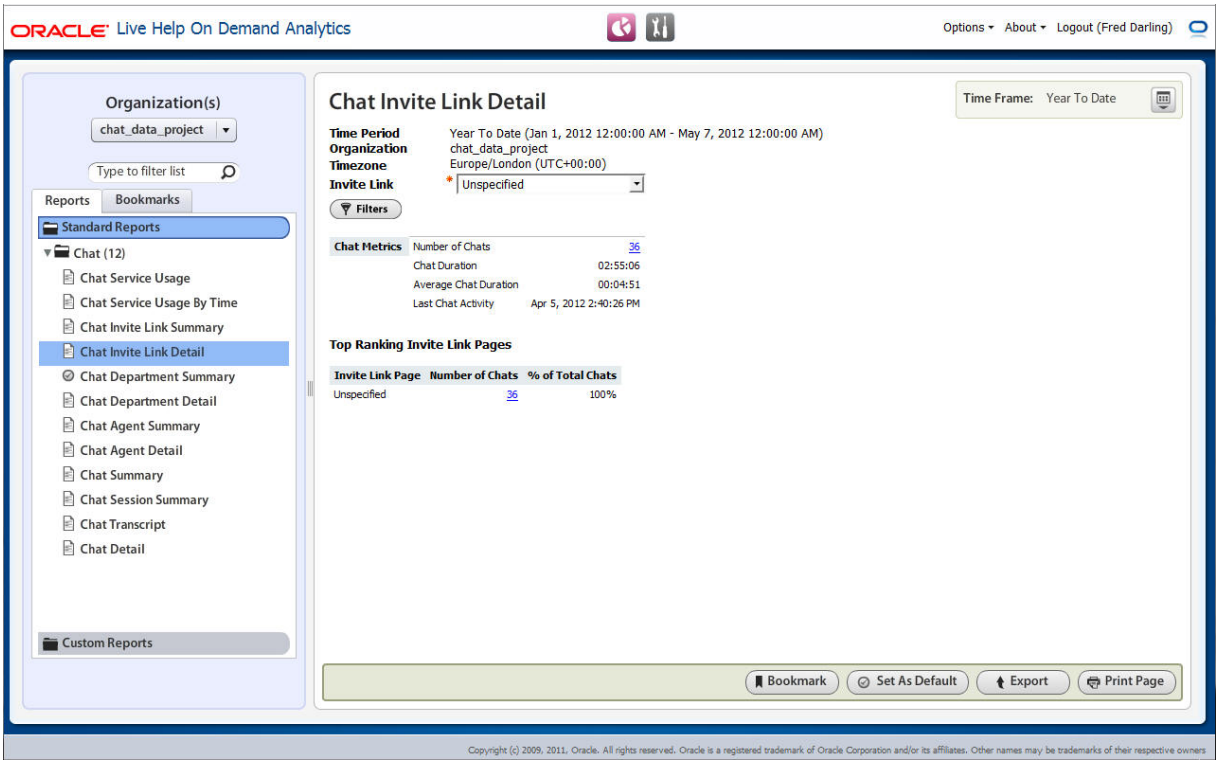
For further details and instructions on how to apply a filter, please refer to the Filtering a Report section of this document.

Drill-through

You can drill-through to the following reports from the Chat Invite Link Summary report:

- Chat Invite Link Detail – Clicking on one of the Invite Links displayed opens the Chat Invite Link Detail report focused on that particular Chat Invite Link.
- Chat Summary – Clicking on one of the entries in the Number Of Chats column opens the Chat Summary report to display data on the chats that are included in the chat count.

Chat Invite Link Detail



Description

The Chat Invite Link Detail report displays data regarding chats initiated via the invite link specified in the report. It includes all chats where the chat End Time is within the reporting time frame.

Metrics

There are two tables displayed by the Chat Invite Link Detail report.

The first table displays metrics relating to the specified Invite Link. These metrics are:

- Number Of Chats
  - The total number of connected chats across the reporting time frame.
- Chat Duration
  - The elapsed duration of the chat (disregarding overlapping session times on a single chat). This is calculated from the time that the chats were connected and does not include the initial wait time.
  - On the Chat Invite Link Detail report, this is the total of the Chat Duration values for all of the chats covered by the report.

- Average Chat Duration - The average of the Chat Duration values across all chats covered by the report.
- Last Chat Activity – The date and time of the last chat that was initiated from the specified invite link within the reporting time frame.

The second table displays metrics relating to the top ranking Invite Link pages. These metrics are:

- Invite Link Page – The URL of the webpage that the visitor was on when he or she clicked the Chat Invite.
- Number Of Chats
  - The total number of connected chats across the reporting time frame.
- % Of Total Chats
  - The percentage of the total number of chats that the associated number of chats represents.

Filters

The following filters can be applied to the Chat Invite Link Detail report:

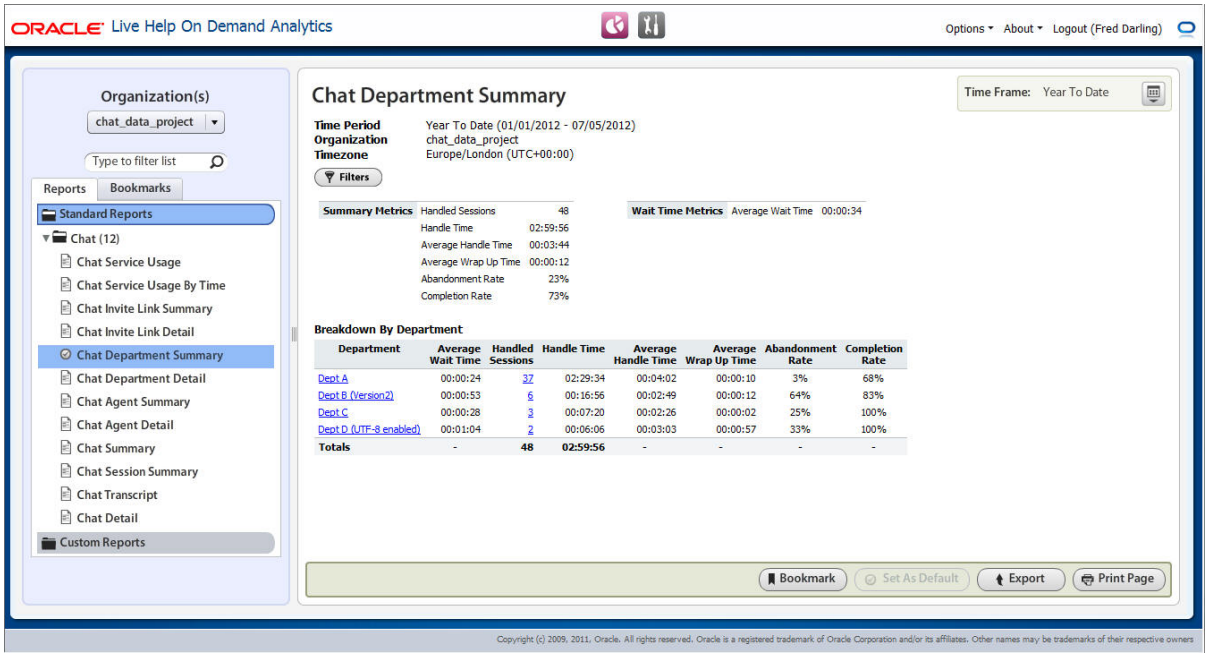
- Low Activity Chats - any chat that an agent has picked up which has less than or equal to a specified number of interactions between the visitor and the agent. By default, any chat where either the agent OR the visitor has 1 or less interactions will be classed as a Low Activity Chat.

Drill-through

You can drill-through to the following report from the Chat Invite Link Detail report:

- Chat Summary – Clicking on the Number Of Chats metric in either of the tables displayed on the Chat Invite Link Detail report opens the Chat Summary report focused on the chats that are included in the chat count.

Chat Department Summary



Description

The Chat Department Summary report displays data regarding the activity and performance of all of the departments defined by the organization. It includes all sessions where the session End Time is within the reporting time frame.

Metrics

There are three tables displayed by the Chat Department Summary report.

The **Summary Metrics** table displays metrics relating to all of the departments combined. These metrics are:

- Handled Sessions – The number of chat sessions that were handled within the reporting time frame. This does not include chat sessions where the agent participated as a monitor.
- Handle Time

  For chat sessions, this is the duration of the relevant chat session, i.e. `Ended – Connected`.

  For chat sessions, this metric includes:

  - The time when the Agent and Visitor were both present on the chat session

- Any wrap up time after the Visitor was dismissed, i.e. **Wrap Up Time**
- Any pending session time, i.e. the time between an Agent Disconnect event and the associated recovery event.

For chat sessions, this metric does not include:

- Any preceding **Wait Time**
- Any time where the Agent participated as a Monitor.

In the Chat Department Summary report, this is the total of all the **Handle Time** values across all chat sessions covered by the report.

- Average Handle Time - The average of Handle Time values for all sessions associated with the specified department or agent. This is calculated using the following formula: Handle Time / Handled Sessions.
- Average Wrap Up Time
  - The average of the **Wrap Up Time** values covered by the report.
  - In the Chat Department Summary report, this is the average of the **Wrap Up Time** values for all chat sessions associated with the specified Department or Agent.
- Abandonment Rate
  - The percentage of chats that were abandoned in queue, whether before or after chatting with an agent. For example, if a visitor chats to an agent and gets transferred back to the queue but then abandons the queue, then this metric is calculated, even though the visitor has chatted to at least one agent.
- Completion Rate - The percentage of **Handled Sessions** which were completed by the specified department or agent within the reporting time frame.

The **Wait Time Metrics** table displays Wait Time metrics relating to all of the departments combined. The metric displayed in this table is:

- Average Wait Time

  Actual Wait Time (hh:mm:ss)
  - The initial time that the user spent waiting in queue before being connected to an agent; this does not include any wait time while a chat is active, such as wait time between responses from agent during the chat.
  - Known as **Initial Wait Time** in the legacy eStara Chat Transcript report.

The **Breakdown By Department** table metrics relating to the department specified in the table. The metrics displayed are:

- Department - The name of the department to which chats have been routed.
- Average Wait Time

  Actual Wait Time (hh:mm:ss)

  - The initial time that the user spent waiting in queue before being connected to an agent; this does not include any wait time while a chat is active, such as wait time between responses from agent during the chat.

- Handled Sessions – The number of chat sessions that were handled within the reporting time frame. This does not include chat sessions where the agent participated as a monitor.
- Handle Time

  For chat sessions, this is the duration of the relevant chat session, i.e. `Ended – Connected`.

  For chat sessions, this metric includes:

  - The time when the Agent and Visitor were both present on the chat session
  - Any wrap up time after the Visitor was dismissed, i.e. **Wrap Up Time**
  - Any pending session time, i.e. the time between an Agent Disconnect event and the associated recovery event.

  For chat sessions, this metric does not include:

  - Any preceding **Wait Time**
  - Any time where the Agent participated as a Monitor.

  In the Chat Department Summary report, this is the total of all the **Handle Time** values across all chat sessions covered by the report.

- Average Handle Time - The average of Handle Time values for all sessions associated with the specified department or agent. This is calculated using the following formula: Handle Time / Handled Sessions.
- Average Wrap Up Time
  - The average of the **Wrap Up Time** values covered by the report.
  - In the Chat Department Summary report, this is the average of the **Wrap Up Time** values for all chat sessions associated with the specified Department or Agent.
- Abandonment Rate
  - The percentage of chats that were abandoned in queue, whether before or after chatting with an agent. For example, if a visitor chats to an agent and gets transferred back to the queue but then abandons the queue, then this metric is calculated, even though the visitor has chatted to at least one agent.
- Completion Rate - The percentage of **Handled Sessions** which were completed by the specified department or agent within the reporting time frame.

Filters

The following filter can be applied to the Chat Department Summary report:

- Department(s) – The name of the department to which chats have been routed. Multiple Department Names can be included by this filter.

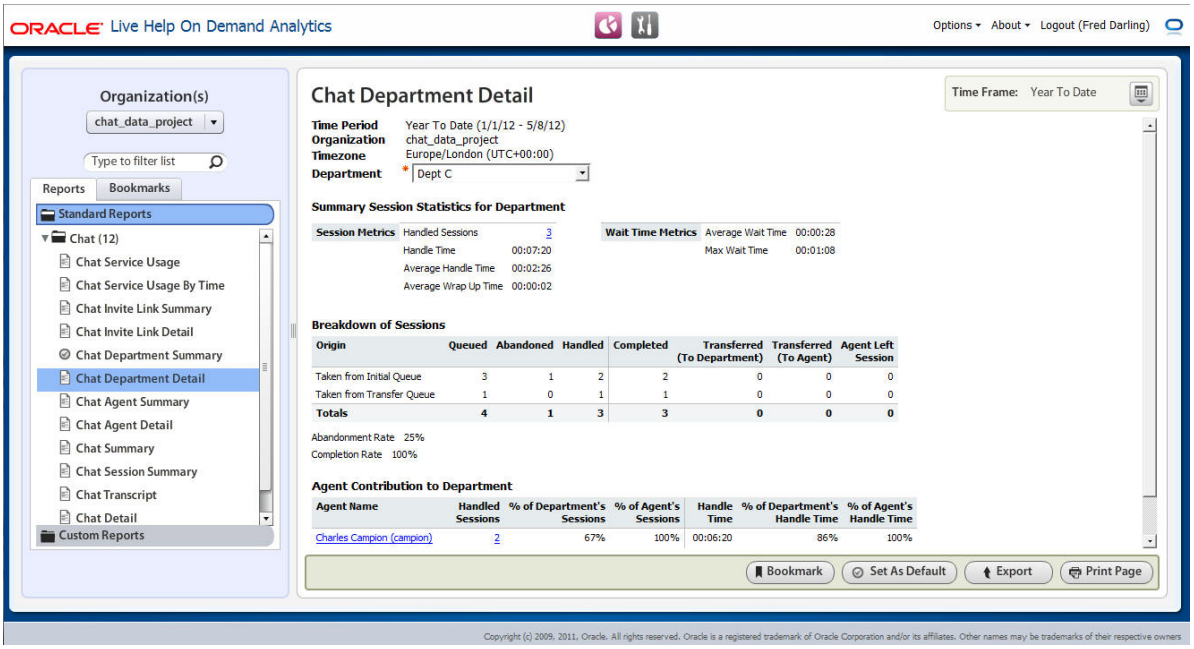
For further details and instructions on how to apply a filter, please refer to the Filtering a Report section of this document.

Drill-through

You can drill through to the following reports from the Chat Department Summary report:

- Chat Department Detail – Clicking on an entry in the Department column opens the Chat Department Detail report focused on that particular department.
- Chat Session Summary – Clicking on an entry in the Handled Sessions column opens the Chat Session Summary report focused on the sessions that are included in the Handled Session count.

Chat Department Detail



Description

The Chat Department Detail report displays data regarding chats that were routed through the department specified in the report. It includes all sessions where the session End Time is within the reporting time frame

Metrics

There are four tables displayed in the Chat Department Detail report.

The **Session Metrics** table displays metrics relating to all of the sessions handled by the specified department within the reporting time frame. The following metrics are displayed in this table:

- Handled Sessions – The number of chat sessions that were handled within the reporting time frame. This does not include chat sessions where the agent participated as a monitor.
- Handle Time

  For chat sessions, this is the duration of the relevant chat session, i.e. `Ended – Connected`.

  For chat sessions, this metric includes:

  - The time when the Agent and Visitor were both present on the chat session

- Any wrap up time after the Visitor was dismissed, i.e. **Wrap Up Time**
- Any pending session time, i.e. the time between an Agent Disconnect event and the associated recovery event.

For chat sessions, this metric does not include:

- Any preceding **Wait Time**
- Any time where the Agent participated as a Monitor.

In the Chat Department Detail report, this is the total of all the **Handle Time** values across all chat sessions covered by the report.

- Average Handle Time - The average value for all chats associated with the specified department or agent. This is calculated using the following formula: Handle Time / Handled Sessions.
- Average Wrap Up Time
  - The average of the **Wrap Up Time** values covered by the report.

The **Wait Time Metrics** table displays metrics relating to the Wait Time experienced during sessions handled by the specified department within the reporting time frame. The following metrics are displayed in this table:

- Average Wait Time

  Actual Wait Time (hh:mm:ss)
  - The initial time that the user spent waiting in queue before being connected to an agent; this does not include any wait time while a chat is active, such as wait time between responses from agent during the chat.
- Max Wait Time - The maximum **Wait Time** value across all chat sessions covered by the report.

The **Breakdown of Sessions** table displays metrics relating to how each of the sessions handled by the specified department was dealt with. The following metrics are displayed in this table:

- Origin

  The origin of the chat session, i.e. the underlying reason for the creation of the chat session. There are a number of potential origins for a chat session. These include:
  - Taken from initial queue – This origin is used if a chat is taken from the first queue it joined after the chat was initiated.
  - Taken from transfer queue – This origin is used if the chat was transferred to a queue by the agent who participated in the previous session of the chat. Or if the previous chat was terminated by an agent disconnection and the system placed the chat back in the queue.
  - Transferred from Another Agent – This origin is used if an agent directly transfers the chat to another agent.

- Queued - The number of chat sessions that were either taken by an agent or abandoned by a visitor while they were in the queue for a specified department within the reporting time frame. **Note**: It is possible for the same chat to be offered more than once by a single department, e.g. a chat can enter a department's queue and be taken by an agent, then be transferred back to the same department's queue.
- Abandoned – The number of chat sessions that were abandoned by the visitor while in the queue for the specified department within the reporting time frame.
- Handled - The number of chat sessions that were handled within the reporting time frame. This does not include chat sessions where the agent participated as a monitor.
- Completed - The number of handled chat sessions that were completed by the specified department within the reporting time frame. This includes any chat sessions that were transferred to another agent but were completed by the transferring agent.
- Transferred (To Department) – The number of chat sessions handled by the specified department or agent that were transferred within the reporting time frame. This includes chat sessions that were transferred as the result of an agent disconnect.
- Transferred (To Agent) – The number of chat sessions handled by the specified department or agent that were transferred directly to another agent within the reporting time frame.
- Agent Left Session – This session disposition metric relates to a chat session where an agent has received a transferred chat but the recipient agent has exited the chat before the transferring agent.
- Abandonment Rate
    - The percentage of chats that were abandoned in queue, whether before or after chatting with an agent. For example, if a visitor chats to an agent and gets transferred back to the queue but then abandons the queue, then this metric is calculated, even though the visitor has chatted to at least one agent.
- Completion Rate – The percentage of **Handled Sessions** which were completed by the specified department or agent within the reporting time frame.

The **Agent Contribution to Department** table displays metrics relating to how each agent handled sessions associated with the specified department. The following metrics are displayed in this table:

- Agent Name
    - This is the name of the agent.
    - In the legacy eStara reports, this is the name of the first agent to engage in the chat.

- Handled Sessions – The number of chat sessions that were handled within the reporting time frame. This does not include chat sessions where the agent participated as a monitor.
- % of Department's Sessions – The agent's percentage of the overall number of sessions for the specified department.
- % of Agent's Sessions – The percentage of the agent's own number of sessions that were taken on specified department.
- Handle Time

  For chat sessions, this is the duration of the relevant chat session, i.e. `Ended – Connected`.

  For chat sessions, this metric includes:

  - The time when the Agent and Visitor were both present on the chat session
  - Any wrap up time after the Visitor was dismissed, i.e. **Wrap Up Time**
  - Any pending session time, i.e. the time between an Agent Disconnect event and the associated recovery event.

  For chat sessions, this metric does not include:

  - Any preceding **Wait Time**
  - Any time where the Agent participated as a Monitor.

  In the Chat Department Detail report, this is the total of all the **Handle Time** values across all chat sessions covered by the report.
- % of Department's Handle Time – refer to % of Department's Sessions and Handle Time.
- % of Agent's Handle Time – refer to % of Agent's Sessions and Handle Time.

Filters

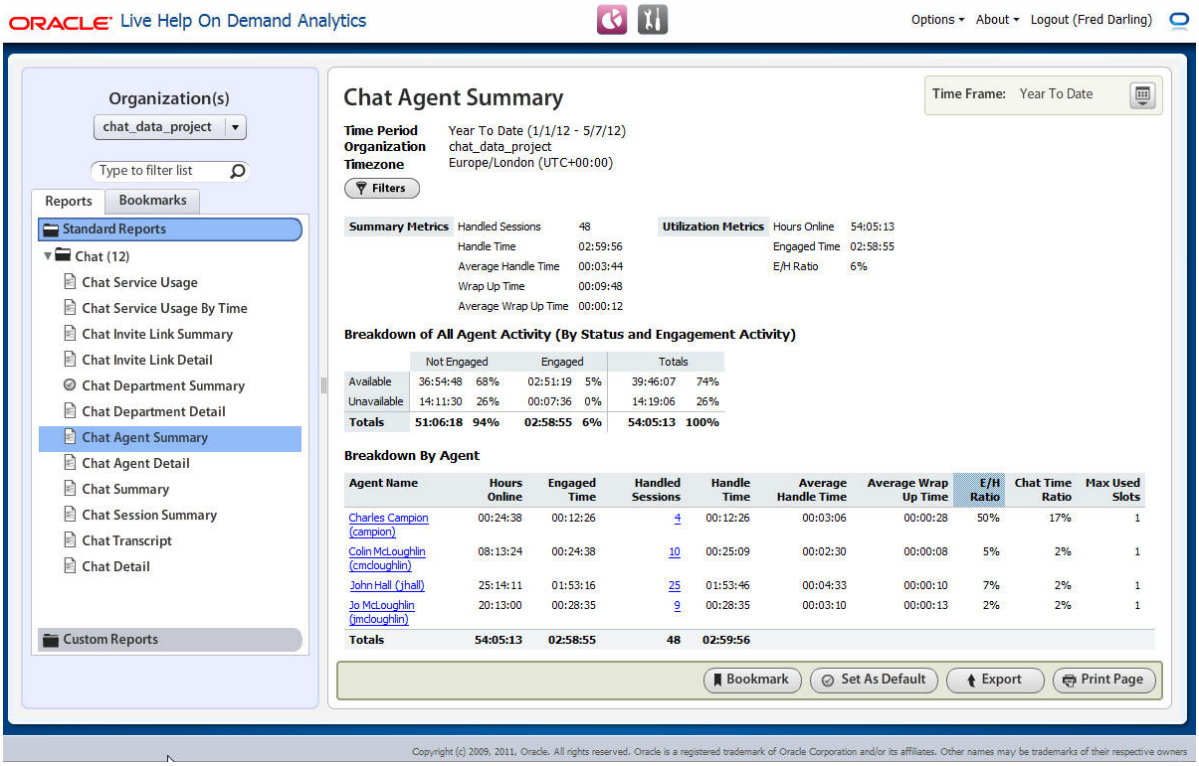
There are no advanced filters available for the Chat Department Detail report, but there is a dropdown list at the top of the report display window that you can use to select the Department to focus upon for this report.

Drill-through

You can drill-through to the following reports from the Chat Department Detail report:

- Chat Session Summary – Clicking on any of the Handled Session counts opens the Chat Session Summary report focused on the sessions included in the Handled Sessions count.
- Chat Agent Detail – Clicking on any of the agent's names opens the Chat Agent Detail report focused on that particular agent.

Chat Agent Summary



Description

The Chat Agent Summary report displays data regarding the activity and performance of all of the agents defined by the organization. It includes all sessions where the session End Time is within the reporting time frame.

Metrics

There are four tables displayed in the Chat Agent Summary report.

The **Summary Metrics** table displays metrics relating to all of the agents combined. The metrics displayed in this table are:

- Handled Sessions – The number of chat sessions that were handled within the reporting time frame. This does not include chat sessions where the agent participated as a monitor.
- Handle Time

  For chat sessions, this is the duration of the relevant chat session, i.e. `Ended – Connected`.

For chat sessions, this metric includes:

- The time when the Agent and Visitor were both present on the chat session
- Any wrap up time after the Visitor was dismissed, i.e. **Wrap Up Time**
- Any pending session time, i.e. the time between an Agent Disconnect event and the associated recovery event.

For chat sessions, this metric does not include:

- Any preceding **Wait Time**
- Any time where the Agent participated as a Monitor.

In the Chat Agent Summary report, this is the total of all the **Handle Time** values across all chat sessions covered by the report.

- Average Handle Time - The average of Handle Time values for all sessions associated with the specified department or agent. This is calculated using the following formula: Handle Time / Handled Sessions.
- Wrap Up Time
  - The segment of time on the chat session after the Visitor has left or been dismissed but before the Agent exits the chat session. The Agent may use this time to write up incident reports etc.
- Average Wrap Up Time
  - The average of the **Wrap Up Time** values covered by the report.
  - In the Chat Agent Summary report, this is the average of the **Wrap Up Time** values for all chat sessions associated with the specified Department or Agent.

The **Utilization Metrics** table displays metrics relating to the utilization of all the agents combined. The metrics displayed in this table are:

- Hours Online – The amount of time the agent was logged into the Agent Console during the reporting time frame regardless of the agent's status while logged in.
- Engaged Time

  The total elapsed period of time that the agent spent engaged on one or more chats within the reporting time frame.

  Consider the following Agent Activity scenario: Agent A spent the following timeslots, chatting with users:

  1. 1:00pm - 1:10pm Chatting to User1 on Slot #1 (10 minutes).
  2. 1:05pm - 1:12pm Chatting to User2 on Slot #2 (7 minutes).
  3. 1:05pm - 1:15pm Chatting to User3 on Slot#3 (10 minutes).
  4. 1:20pm - 1:30pm Chatting to User4 on Slot #1 (10 minutes).

  In this case, the Engaged Time between 1:00 and 2:00pm would be 25 minutes.

Note: This metric excludes periods where the agent participated in a chat session as a monitor.

- E/H Ratio

  The E/H Ratio is the Engaged / Hours Online ratio and reflects the percentage of the agent's logged in time that was spent chatting on at least one chat session. In the Agent Activity example given in the Engaged Time definition, if reporting on the 1:00 - 2:00pm time frame, the E/H ratio would be calculated as follows:

  Engaged Time: 25 minutes

  Hours Online: 60 minutes

  E/H Ratio: 25/60 = 0.42 or 42%

The **Breakdown of All Agent Activity** table displays metrics regarding the activity of all agents included in the report and enables you to identify how long the agents spent in the *Available* and *Unavailable* states and to cross reference that with how long they spent in the *Engaged* and *Not Engaged* states. These are available as an accumulated time figure or as a percentage format.

The **Breakdown by Agent** table displays metrics regarding the relative performance of each of the agents included in the report. The following metrics are displayed by this table:

- Agent Name
  - This is the name of the agent.
  - In the legacy eStara reports, this is the name of the first agent to engage in the chat.
- Hours Online – The amount of time the agent was logged into the Agent Console during the reporting time frame regardless of the agent's status while logged in.
- Engaged Time

  The total elapsed period of time that the agent spent engaged on one or more chats within the reporting time frame.

  Consider the following Agent Activity scenario: Agent A spent the following timeslots, chatting with users:

  1. 1:00pm - 1:10pm Chatting to User1 on Slot #1 (10 minutes).
  2. 1:05pm - 1:12pm Chatting to User2 on Slot #2 (7 minutes).
  3. 1:05pm - 1:15pm Chatting to User3 on Slot#3 (10 minutes).
  4. 1:20pm - 1:30pm Chatting to User4 on Slot #1 (10 minutes).

  In this case, the Engaged Time between 1:00 and 2:00pm would be 25 minutes.

  Note: This metric excludes periods where the agent participated in a chat session as a monitor.
- Handled Sessions – The number of chat sessions that were handled within the reporting time frame. This does not include chat sessions where the agent participated as a monitor.

- Handle Time

  For chat sessions, this is the duration of the relevant chat session, i.e. `Ended – Connected`.

  For chat sessions, this metric includes:

  - The time when the Agent and Visitor were both present on the chat session
  - Any wrap up time after the Visitor was dismissed, i.e. **Wrap Up Time**
  - Any pending session time, i.e. the time between an Agent Disconnect event and the associated recovery event.

  For chat sessions, this metric does not include:

  - Any preceding **Wait Time**
  - Any time where the Agent participated as a Monitor.

  In the Chat Agent Summary report, this is the total of all the **Handle Time** values across all chat sessions covered by the report.

- Average Handle Time - The average of Handle Time values for all sessions associated with the specified department or agent. This is calculated using the following formula: Handle Time / Handled Sessions.
- Average Wrap Up Time
  - The average of the **Wrap Up Time** values covered by the report.
  - In the Chat Agent Summary report, this is the average of the **Wrap Up Time** values for all chat sessions associated with the specified Department or Agent.
- E/H Ratio

  The E/H Ratio is the Engaged / Hours Online ratio and reflects the percentage of the agent's logged in time that was spent chatting on at least one chat session. In the Agent Activity example given in the Engaged Time definition, if reporting on the 1:00 - 2:00pm time frame, the E/H ratio would be calculated as follows:

  Engaged Time: 25 minutes

  Hours Online: 60 minutes

  E/H Ratio: 25/60 = 0.42 or 42%

- Chat Time Ratio

  The Chat Time Ratio reflects the percentage of the agent's possible chat time that was actually spent chatting.

  This is calculated as `Session Time / Possible Session Time`.

  Possible Session Time is calculated using the following formula:

```
(Elapsed Time in Available State * Maximum number of slots for the
agent) + (Session Time While In Unavailable Status).
```

- Max Used Slots

  The maximum number of chatting slots used concurrently by the agent within the reporting time frame. **Note**: This does not include any time that the agent spent as a monitor on a session.

  Consider the following Agent Activity scenario: Agent A spent the following timeslots, chatting with users:

  1. 1:00pm - 1:10pm Chatting to User1 on Slot #1 (10 minutes).
  2. 1:05pm - 1:12pm Chatting to User2 on Slot #2 (7 minutes).
  3. 1:05pm - 1:15pm Chatting to User3 on Slot#3 (10 minutes).
  4. 1:20pm - 1:30pm Chatting to User4 on Slot #1 (10 minutes).

  In this case, the Max Slots value would be 3 as the agent had 3 concurrent chats between 1:05pm and 1:10pm.

Filters

The following filter can be applied to the Chat Agent Summary report:

- Agent(s) – This is the name of the Agent. Multiple Agent Names can be included by the filter and both tables presented on the Chat Agent Summary report are affected by the filter.

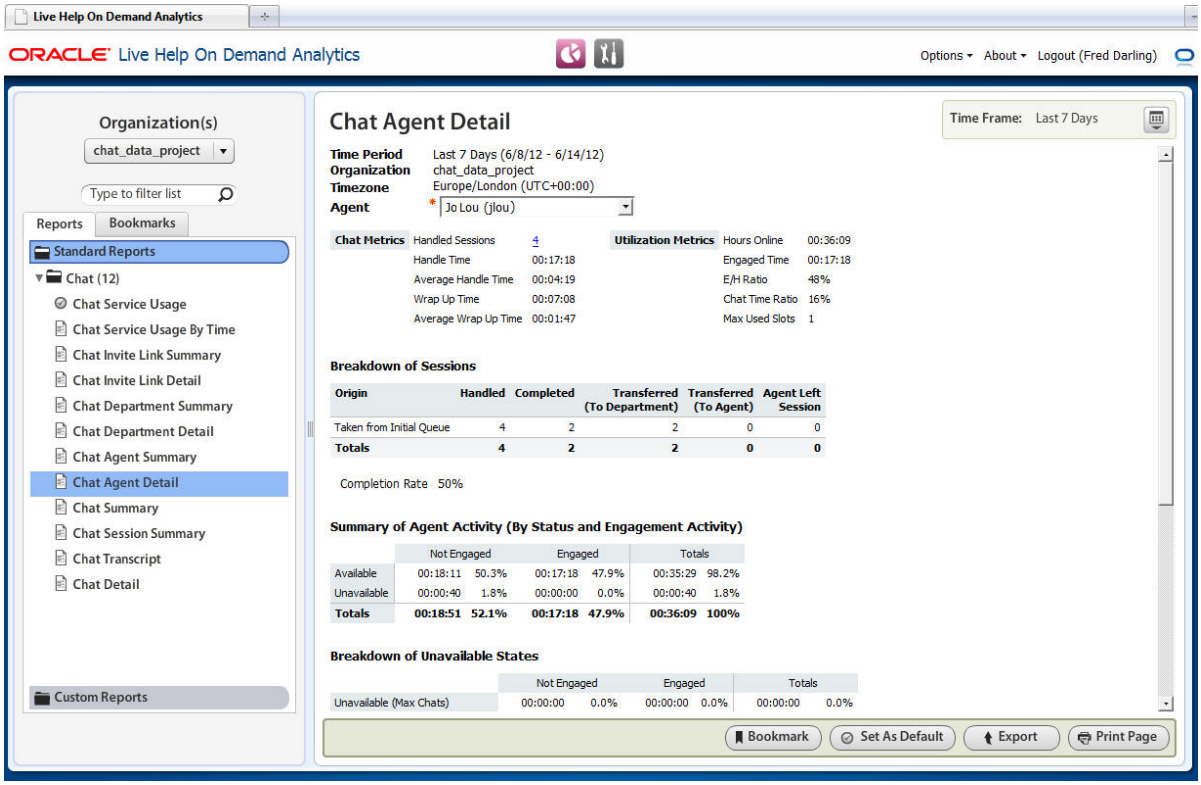
For further details and instructions on how to apply a filter, please refer to the Filtering a Report section of this document.

Drill-through

You can drill-through to the following reports from the Chat Agent Summary report:

- Chat Agent Detail – Clicking on any of the agent's names opens the Chat Agent Detail report focused on that particular agent.
- Chat Session Summary – Clicking on any of the Handled Session counts opens the Chat Session Summary report focused on the sessions included in the Handled Sessions count.

Chat Agent Detail



Description

The Chat Agent Detail report displays data regarding the performance and activity of the individual agent specified in the report. It includes all sessions where the session End Time is within the reporting time frame.

Metrics

There are five tables displayed in the Chat Agent Detail report.

The **Chat Metrics** table displays metrics relating to all of the Chats handled by the specified agent within the reporting time frame. The following metrics are displayed by this table:

- Handled Sessions – The number of chat sessions that were handled within the reporting time frame. This does not include chat sessions where the agent participated as a monitor.
- Handle Time

  For chat sessions, this is the duration of the relevant chat session, i.e. `Ended – Connected`.

  For chat sessions, this metric includes:

- The time when the Agent and Visitor were both present on the chat session
- Any wrap up time after the Visitor was dismissed, i.e. **Wrap Up Time**
- Any pending session time, i.e. the time between an Agent Disconnect event and the associated recovery event.

For chat sessions, this metric does not include:

- Any preceding **Wait Time**
- Any time where the Agent participated as a Monitor.

In the Chat Agent Detail report, this is the total of all the **Handle Time** values across all chat sessions covered by the report.

- Average Handle Time - The average of Handle Time values for all sessions associated with the specified department or agent. This is calculated using the following formula: Handle Time / Handled Sessions.
- Wrap Up Time
  - The segment of time on the chat session after the Visitor has left or been dismissed but before the Agent exits the chat session. The Agent may use this time to write up incident reports etc.
  - In the Chat Agent Detail report, this is the sum of the **Wrap Up Time** values across all chat sessions covered by the report.
- Average Wrap Up Time
  - The average of the **Wrap Up Time** values covered by the report.

The **Utilization Metrics** table displays metrics relating to the agents utilization during the reporting time frame. The following metrics are displayed by this table:

- Hours Online – The amount of time the agent was logged into the Agent Console during the reporting time frame regardless of the agent's status while logged in.
- Engaged Time

  The total elapsed period of time that the agent spent engaged on one or more chats within the reporting time frame.

  Consider the following Agent Activity scenario: Agent A spent the following timeslots, chatting with users:

  1. 1:00pm - 1:10pm Chatting to User1 on Slot #1 (10 minutes).
  2. 1:05pm - 1:12pm Chatting to User2 on Slot #2 (7 minutes).
  3. 1:05pm - 1:15pm Chatting to User3 on Slot#3 (10 minutes).
  4. 1:20pm - 1:30pm Chatting to User4 on Slot #1 (10 minutes).

  In this case, the Engaged Time between 1:00 and 2:00pm would be 25 minutes.

  Note: This metric excludes periods where the agent participated in a chat session as a monitor.

- E/H Ratio

  The E/H Ratio is the Engaged / Hours Online ratio and reflects the percentage of the agent's logged in time that was spent chatting on at least one chat session. In the Agent Activity example given in the Engaged Time definition, if reporting on the 1:00 - 2:00pm time frame, the E/H ratio would be calculated as follows:

  Engaged Time: 25 minutes

  Hours Online: 60 minutes

  E/H Ratio: 25/60 = 0.42 or 42%

- Chat Time Ratio

  The Chat Time Ratio reflects the percentage of the agent's possible chat time that was actually spent chatting.

  This is calculated as `Session Time / Possible Session Time`.

  Possible Session Time is calculated using the following formula:

  `(Elapsed Time in Available State * Maximum number of slots for the agent) + (Session Time While In Unavailable Status)`.

- Max Used Slots

  The maximum number of chatting slots used concurrently by the agent within the reporting time frame. **Note**: This does not include any time that the agent spent as a monitor on a session.

  Consider the following Agent Activity scenario: Agent A spent the following timeslots, chatting with users:

  1:00pm - 1:10pm Chatting to User1 on Slot #1 (10 minutes).

  1:05pm - 1:12pm Chatting to User2 on Slot #2 (7 minutes).

  1:05pm - 1:15pm Chatting to User3 on Slot#3 (10 minutes).

  1:20pm - 1:30pm Chatting to User4 on Slot #1 (10 minutes).

  In this case, the Max Slots value would be 3 as the agent had 3 concurrent chats between 1:05pm and 1:10pm.

The **Breakdown of Sessions** table displays metrics relating to how each of the Sessions handled by the specified department was dealt with. The following metrics are displayed by this table:

- Origin

  The origin of the chat session, i.e. the underlying reason for the creation of the chat session. There are a number of potential origins for a chat session. These include:

  - Taken from initial queue – This origin is used if a chat is taken from the first queue it joined after the chat was initiated.
  - Taken from transfer queue – This origin is used if the chat was transferred to a queue by the agent who participated in the previous session of the chat.
  - Taken from transfer queue (disconnect) – This origin is used if the previous chat was terminated by an agent disconnection and the system placed the chat back in the queue.
  - Transferred from Another Agent – This origin is used if an agent directly transfers the chat to another agent.
- Handled – The number of chat sessions that were handled within the reporting time frame. This does not include chat sessions where the agent participated as a monitor.
- Completed – The number of handled chat sessions that were completed by the specified department within the reporting time frame. This includes any chat sessions that were transferred to another agent but were completed by the transferring agent.
- Transferred (To Department) – The number of chat sessions handled by the specified department or agent that were transferred within the reporting time frame. This includes chat sessions that were transferred as the result of an agent disconnect.
- Transferred (To Agent) – The number of chat sessions handled by the specified department or agent that were transferred directly to another agent within the reporting time frame.
- Agent Left Session - This session disposition metric relates to a chat session where an agent has received a transferred chat but the recipient agent has exited the chat before the transferring agent.

The **Summary of Agent Activity** table displays metrics regarding the activity of the agent specified in the report and enables you to identify how long the agent spent in the *Available* and *Unavailable* states and to cross reference that with how long they spent in the *Engaged* and *Not Engaged* states. These are available as an accumulated time figure or as a percentage.

The **Breakdown of Unavailable States** table displays metrics showing how long the agent specified in the report spent in each of the *Unavailable* states, and enable you to cross-reference that with how long they spent in the *Engaged* and *Not Engaged* states. This includes the ten customized *Unavailable* states which can be configured by the organization using the Account Admin utility. These are displayed as an accumulated time figure and as a percentage. This table also displays the Handle Time When In An Unavailable State metric.

For more information on configuring the *Unavailable* states, please refer to the Account Administration manual or contact Oracle via My Oracle Support.

Filters

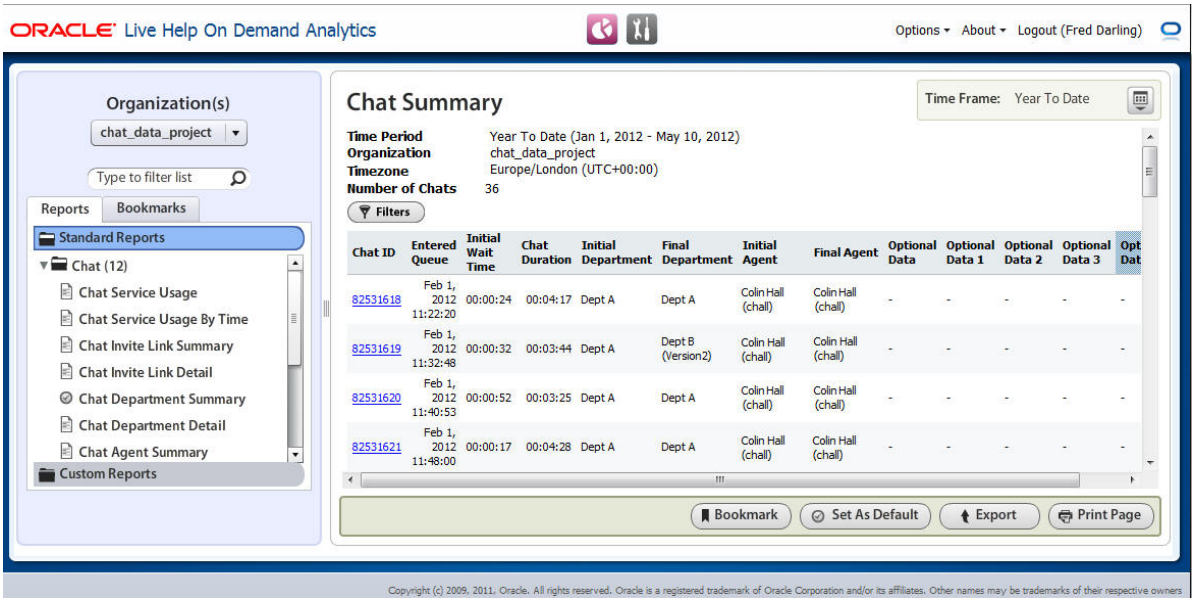
There are no advanced filters available for the Chat Agent Detail report, but there is a dropdown list at the top of the report display window that you can use to select the Agent to focus upon for this report.

Drill-through

You can drill-through to the following reports from the Chat Agent Detail report:

- Chat Session Summary – Clicking on the Handled Session count opens the Chat Session Summary report focused on the sessions included in the Handled Sessions count.

Chat Summary



Description

The Chat Summary report displays data regarding all of the chats where the chat End Time is within the reporting time frame.

Metrics

The following metrics are included in the Chat Summary report:

- Number of Chats
  - The total number of connected chats across the reporting time frame.

- Chat ID – The unique ID number associated with a chat.
- Entered Queue – The time at which the chat entered the queue for the initial department.
- Initial Wait Time

  The initial wait time associated with the chat, i.e. the time between the visitor being added to the department's queue and the first agent connecting to the chat.

  ```
  Connected -  Entered Queue = Initial Wait Time
  ```

- Chat Duration – Chatting Duration - The total amount of time that the agent spent participating in chats for the queue listed.
- Initial Department – The name of the department to which chats were initially routed.
- Final Department – The name of the last department to which the chat was routed before the chat ended. **Note**: If an agent performs an agent to agent transfer, then the department assignment for that chat session will be unchanged even if the agent to whom the chat is transferred has not been assigned to that department.
- Initial Agent – The name of the first agent to engage in the chat.
- Final Agent – The name of the last agent to which the chat was routed before the chat ended.

In addition, the Chat Summary report also displays the first five Optional Data Fields. The Optional Data Fields can be configured using the Account Administration utility. For more information on Optional Data Fields, please consult your Account Administration documentation or contact Oracle via My Oracle Support.

Note: If the Chat Summary report is exported then all of the Optional Data Fields are displayed in the exported report.

Filters

The following filters can be applied to the Chat Summary report:

- Initial Department(s) – The name of the department to which chats were initially routed.
- Final Department(s) – The name of the last department to which the chat was routed before the chat ended. **Note**: If an agent performs an agent to agent transfer, then the department assignment for that chat session will be unchanged even if the agent to whom the chat is transferred has not been assigned to that department.
- Initial Agent(s) – The name of the first agent to engage in the chat.
- Final Agent(s) – The name of the last agent to which the chat was routed before the chat ended.
- Invite Link(s) – The name of the invite link that the visitor clicked to initiate a chat.

- End Reason(s)

  End reason refers to the business reason for the end of the interaction between the visitor and the agent(s). The reason will be selected from the following options:

  - Visitor abandoned initial queue: The visitor abandoned the system from the queue before a chat session was initiated.
  - Visitor abandoned transfer queue: The visitor abandoned the system from a queue after chatting to an agent and being transferred back to a queue.
  - Monitor ended session: The monitor ended the chat and exited all participants.
  - Agent dismissed visitor: The agent dismissed the visitor but kept the chat active to perform wrap up activities.
  - Monitor dismissed visitor: The monitor dismissed the visitor.
  - Visitor exited during chat: The visitor exited the system while a chat was taking place.

- Low Activity Chats - any chat that an agent has picked up which has less than or equal to a specified number of interactions between the visitor and the agent. By default, any chat where either the agent OR the visitor has 1 or less interactions will be classed as a Low Activity Chat.
- Invite Link Page – The URL of the webpage that the visitor was on when he or she clicked the Chat Invite.

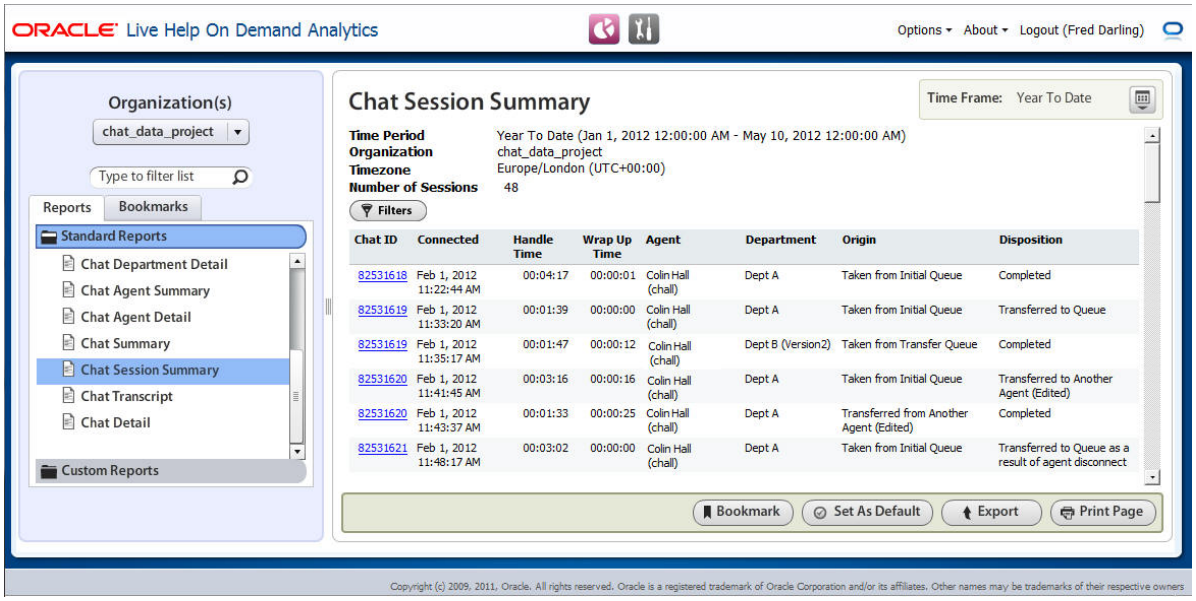
For further details and instructions on how to apply a filter, please refer to the Filtering a Report section of this document.

Drill-through

You can drill-through to the following reports from the Chat Summary report:

- Chat Detail – Clicking on a Chat ID opens the Chat Detail report focused on the chat associated with the Chat ID.

Chat Session Summary



Description

The Chat Session Summary report displays data regarding all of the sessions where the session End Time is within the reporting time frame.

Metrics

The following metrics are included in the Chat Session Summary report:

- Number Of Sessions - The number of chat sessions that were handled within the reporting time frame. This does not include chat sessions where the agent participated as a monitor.
- Chat ID – The unique ID number associated with a chat.
- Connected – For individual chat sessions, this is the time that the relevant agent connected to the chat session.
- Handle Time

For chat sessions, this is the duration of the relevant chat session, i.e. `Ended – Connected`.

For chat sessions, this metric includes:

- The time when the Agent and Visitor were both present on the chat session
- Any wrap up time after the Visitor was dismissed, i.e. **Wrap Up Time**

  - Any pending session time, i.e. the time between an Agent Disconnect event and the associated recovery event.

  For chat sessions, this metric does not include:

  - Any preceding **Wait Time**
  - Any time where the Agent participated as a Monitor.

- Wrap Up Time
  - The segment of time on the chat session after the Visitor has left or been dismissed but before the Agent exits the chat session. The Agent may use this time to write up incident reports etc.
- Agent
  - This is the name of the agent.
  - In the legacy eStara reports, this is the name of the first agent to engage in the chat.
- Department – The name of the department to which chats have been routed.
- Origin

  The origin of the chat session, i.e. the underlying reason for the creation of the chat session. There are a number of potential origins for a chat session. These include:

  - Taken from initial queue – This origin is used if a chat is taken from the first queue it joined after the chat was initiated.
  - Taken from transfer queue – This origin is used if the chat was transferred to a queue by the agent who participated in the previous session of the chat.
  - Taken from transfer queue (disconnect) – This origin is used if the previous chat was terminated by an agent disconnection and the system placed the chat back in the queue.
  - Transferred from Another Agent – This origin is used if an agent directly transfers the chat to another agent.
- Disposition

  The manner in which the chat session ended.

  There are a number of potential dispositions for a chat session. These include:

  - Completed – The visitor left the session and the agent performed any wrap up required.
  - Transferred to another Agent (but completed by self) – The session was transferred directly to another agent, but the original agent remained on the session and completed the session.

- Transferred to Queue (agent disconnect) – The agent lost their connection during the session and the system transferred the chat back to the most recent queue.
- Transferred to Agent – The session was transferred directly to another agent.
- Transferred to Queue – The session was transferred to a queue.
- Agent left session – This session disposition metric relates to a chat session where an agent has received a transferred chat but the recipient agent has exited the chat before the transferring agent.

Filters

The following filters can be applied to the Chat Session Summary report:

- Department(s) – The name of the department to which chats have been routed.
- Agent(s)
  - This is the name of the agent.
  - In the legacy eStara reports, this is the name of the first agent to engage in the chat.
- Origin(s)

  The origin of the chat session, i.e. the underlying reason for the creation of the chat session. There are a number of potential origins for a chat session. These include:

  - Taken from initial queue – This origin is used if a chat is taken from the first queue it joined after the chat was initiated.
  - Taken from transfer queue – This origin is used if the chat was transferred to a queue by the agent who participated in the previous session of the chat.
  - Taken from recovery queue – This origin is used if the previous chat was terminated by an agent disconnection and the system placed the chat back in the queue.
  - Agent Transfer – This origin is used if an agent directly transfers the chat to another agent.
- Disposition(s)

  The manner in which the chat session ended.

  There are a number of potential dispositions for a chat session. These include:

  - Completed – The visitor left the session and the agent performed any wrap up required.
  - Transferred to another Agent (but completed by self) – The session was transferred directly to another agent, but the original agent remained on the session and completed the session.

- Transferred to Queue (agent disconnect) – The agent lost their connection during the session and the system transferred the chat back to the most recent queue.
- Transferred to Agent – The session was transferred directly to another agent.
- Transferred to Queue – The session was transferred to a queue.
- Agent left session – This session disposition metric relates to a chat session where an agent has received a transferred chat but the recipient agent has exited the chat before the transferring agent.

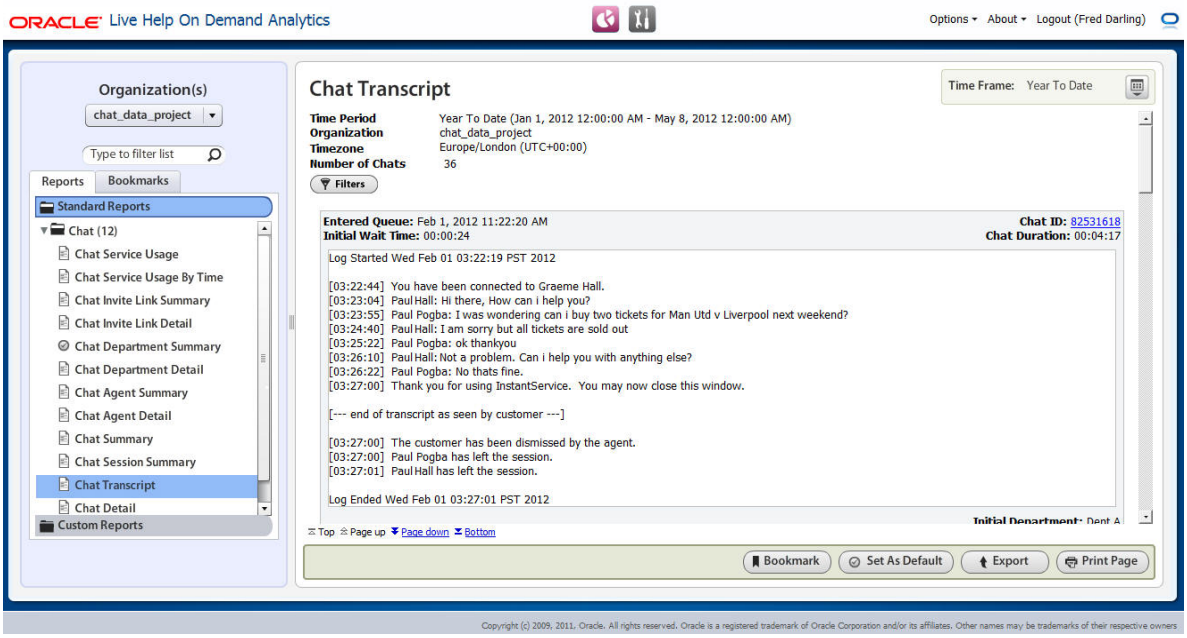
For further details and instructions on how to apply a filter, please refer to the Filtering a Report section of this document.

Drill-through

You can drill-through to the following reports from the Chat Summary report:

- Chat Detail – Clicking on a Chat ID opens the Chat Detail report focused on the chat associated with the Chat ID.

Chat Transcript



Description

The Chat Transcript report displays data regarding all of the chats where the chat End Time is within the reporting time frame identified by the report.

Metrics

The following metrics are included in the Chat Transcript report:

- Number of Chats

  The total number of connected chats across the reporting time frame.

- Entered Queue

  The time at which the chat entered the queue for the initial department.

- Initial Wait Time

  The initial wait time associated with the chat, i.e. the time between the visitor being added to the department's queue and the first agent connecting to the chat.

  ```
  Connected -  Entered Queue = Initial Wait Time
  ```

- Chat ID – The unique ID number associated with a chat.
- Chat Duration

The elapsed duration of the chat (disregarding overlapping session times on a single chat). This is calculated from the time that the chats were connected and does not include the initial wait time.

- Transcript – The full transcript covering activity in the chat, covering multiple chat sessions if required.
- Initial Agent – The name of the first agent to engage in the chat.
- Final Agent – The name of the last agent to which the chat was routed before the chat ended.
- Initial Department – The name of the department to which chats were initially routed.
- Final Department – The name of the last department to which the chat was routed before the chat ended. **Note**: If an agent performs an agent to agent transfer, then the department assignment for that chat session will be unchanged even if the agent to whom the chat is transferred has not been assigned to that department.

Filters

The following filters can be applied to the Chat Transcript report:

- Initial Department(s) – The name of the department to which chats were initially routed.
- Final Department(s) – The name of the last department to which the chat was routed before the chat ended. **Note**: If an agent performs an agent to agent transfer, then the department assignment for that chat session will be unchanged even if the agent to whom the chat is transferred has not been assigned to that department.
- Initial Agent(s) – The name of the first agent to engage in the chat.
- Final Agent(s) – The name of the last agent to which the chat was routed before the chat ended.
- Invite Link(s) – The name of the invite link that the visitor clicked to initiate a chat.
- End Reason(s)

  The business reason for the end of the interaction between the visitor and the agent(s). The reason will be selected from the following options:

  - Visitor abandoned initial queue: The visitor abandoned the system from the queue before a chat session was initiated.
  - Visitor abandoned transfer queue: The visitor abandoned the system from a queue after chatting to an agent and being transferred back to a queue.
  - Monitor ended session: The monitor ended the session and exited all participants.
  - Agent dismissed visitor: The agent dismissed the visitor but kept the chat active to perform wrap up activities.

- Monitor dismissed visitor: The monitor dismissed the visitor.
- Visitor exited during chat: The visitor exited the system while a chat session was taking place.

- Low Activity Chats – any chat that an agent has picked up which has less than or equal to a specified number of interactions between the visitor and the agent. By default, any chat where either the agent OR the visitor has 1 or less interactions will be classed as a Low Activity Chat.
- Invite Link Page – The URL of the webpage that the visitor was on when he or she clicked the Chat Invite.

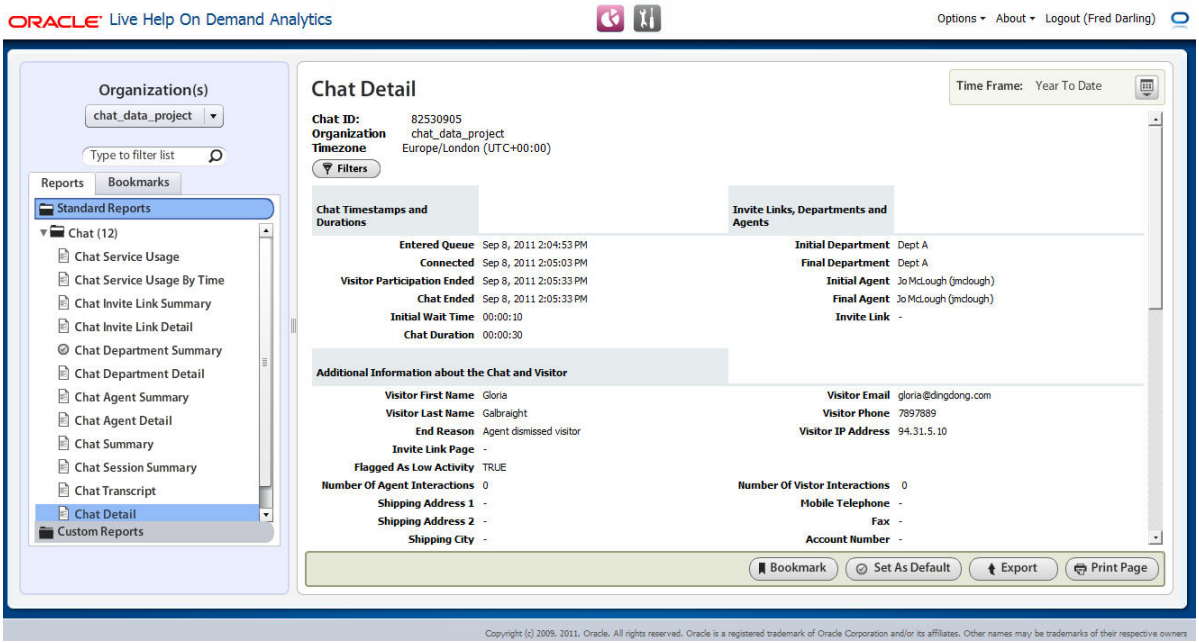
For further details and instructions on how to apply a filter, please refer to the Filtering a Report section of this document.

Drill-through

You can drill-through to the following reports from the Chat Summary report:

- Chat Detail – Clicking on a Chat ID opens the Chat Detail report focused on the chat associated with the Chat ID.

Chat Detail



Description

The Chat Detail report displays detailed information for a specific chat.

Note: If you open this report directly from the report window, you need to provide a Chat ID so that the appropriate information is displayed in the report.

Metrics

There are five tables displayed by the Chat Detail report.

The **Chat Timestamps and Durations** displays metrics relating to the time in which the chat occurred. The following metrics are displayed by this table:

- Entered Queue – The time at which the chat entered the queue for the initial department.
- Connected – For chats, this is the time at which the first agent connected to the chat. For individual chat sessions, this is the time that the relevant agent connected to the chat session.
- Visitor Participation Ended – The time at which the visitor's participation in the chat ended, i.e. the time at which they were dismissed or left the chat of their own accord.
- Chat Ended – The time at which the chat was terminated.
- Initial Wait Time

  The initial wait time associated with the chat, i.e. the time between the visitor being added to the department's queue and the first agent connecting to the chat.

  ```
  Connected -  Entered Queue = Initial Wait Time
  ```

- Chat Duration – The elapsed duration of the chat (disregarding overlapping session times on a single chat). This is calculated from the time that the chats were connected and does not include the initial wait time.

The **Invite Links, Departments and Agents** table displays metrics relating to the invite links, departments and agents associated with the specified chat. The following metrics are displayed by this table:

- Initial Department – The name of the department to which chats were initially routed.
- Final Department – The name of the last department to which the chat was routed before the chat ended. **Note**: If an agent performs an agent to agent transfer, then the department assignment for that chat session will be unchanged even if the agent to whom the chat is transferred has not been assigned to that department.
- Initial Agent – The name of the first agent to engage in the chat.
- Final Agent – The name of the last agent to which the chat was routed before the chat ended.
- Invite Link – The name of the invite link that the visitor clicked to initiate a chat.

The **Additional Information about the Chat and Visitor** table displays metrics relating to the Visitor involved in the chat specified by the report. The following metrics are displayed by this table:

- Visitor First Name
- Visitor Last Name
- End Reason
- Invite Link Page
- Visitor Email
- Visitor Phone
- Visitor IP Address

In addition to these metrics, the Optional Data Fields are displayed by the Additional Information about the Chat and Visitor table. There are 26 Optional Data Fields which can be customized by the organization to provide specific information relating to the chat or visitor in this report. For more information on Optional Data Fields, please contact Oracle via My Oracle Support.

The **Chat Path** table displays metrics relating to the individual sessions that comprise the chat. The following metrics are displayed by this table:

- Connected
- Handle Time
- Agent
- Department
- Origin
- Disposition

The **Transcript** table displays the Chat Transcript for the entire chat.

Filters

The following filter can be applied to the Chat Detail report:

- Chat ID

For instructions on how to apply a filter, please refer to the Filtering a Report section of this document.

Drill-through

There are no drill-through links displayed in the Chat Detail report.

Appendix A: Comparison between metrics in InstantService and Oracle Live Help On Demand Analytics

This Appendix lists all InstantService metrics for which there is an equivalent metric in Oracle Live Help On Demand Analytics and provides information about what, if any, differences exist between the two.

Abandoned

Related report in InstantService	Chat Activity
Metric in Oracle Live Help On Demand Analytics	Chat Department Detail > Taken from initial queue > Abandoned

Agent

Related report in InstantService	Agent Chat Transcript
Metric in Oracle Live Help On Demand Analytics	Chat Session Summary > Agent

Available

Related report in InstantService	Agent Availability
Metric in Oracle Live Help On Demand Analytics	Chat Agent Summary > Available

Average Wait Time

Related report in InstantService	Department Chat Activity Summary
Metric in Oracle Live Help On Demand Analytics	Chat Department Summary > Average Wait Time

Average Session Time

Related report in InstantService	Department Chat Activity Summary
Metric in Oracle Live Help On Demand Analytics	Chat Department Summary > Average Session Time
Expected differences between InstantService and Oracle Live Help On Demand Analytics	InstantService does not include **Wrap Up Time** when calculating **Session Time**. Oracle Live Help On Demand Analytics does include **Wrap Up Time** when calculating **Session Time**. The difference in how **Session Time** is calculated will cause a difference in the value displayed for this metric in InstantService and Oracle Live Help On Demand Analytics.

Average. Session Time

Related report in InstantService	Agent Chat Activity Summary
Metric in Oracle Live Help On Demand Analytics	Chat Agent Summary > Average Session Time
Expected differences between InstantService and Oracle Live Help On Demand Analytics	InstantService does not include **Wrap Up Time** when calculating **Session Time**. Oracle Live Help On Demand Analytics does include **Wrap Up Time** when calculating **Session Time**. The difference in how **Session Time** is calculated will cause a difference in the value displayed for this metric in InstantService and Oracle Live Help On Demand Analytics.

Average Wait Time

Related report in InstantService	Department Chat Activity Summary
Metric in Oracle Live Help On Demand Analytics	Average Wait Time(s)
Expected differences between InstantService and Oracle Live Help On Demand Analytics	There may be slight variations due to different calculation methods used.

Chat Transcript

Related report in InstantService	Customer Records
Metric in Oracle Live Help On Demand Analytics	Chat Detail > Transcript

Customer ID

Related report in InstantService	Customer Record
Metric in Oracle Live Help On Demand Analytics	Chat Detail > Chat ID

Customer Name

Related report in InstantService	Customer Record
Metric in Oracle Live Help On Demand Analytics	Chat Detail > Visitor First Name & Chat Detail > Visitor Last Name
Expected differences between InstantService and Oracle Live Help On Demand Analytics	InstantService displays both names as one metric, whereas Oracle Live Help On Demand Analytics stores Visitor First Name and Visitor Last Name in separate metrics.

Department

This InstantService metric is used in more than one context. The “Related report in InstantService” field in the table below provides information about the context for each example.

Related report in InstantService	Department Chat Activity Summary
Metric in Oracle Live Help On Demand Analytics	Chat Department Summary > Department

Related report in InstantService	Department Chat Transcripts
Metric in Oracle Live Help On Demand Analytics	Chat Session Summary > Department
Expected differences between InstantService and Oracle Live Help On Demand Analytics	This is the department name per chat.

Email Address

Related report in InstantService	Customer Record
Metric in Oracle Live Help On Demand Analytics	Chat Detail > Visitor Email

Ended

Related report in InstantService	Chat Customer History
Metric in Oracle Live Help On Demand Analytics	Chat Detail > Visitor Participation Ended

Entered Queue

Related report in InstantService	Chat Customer History

Metric in Oracle Live Help On Demand Analytics	Chat Detail > Entered Queue

Handled

Related report in InstantService	Department Chat Activity Summary
Metric in Oracle Live Help On Demand Analytics	Chat Department Summary > Handled Sessions
Expected differences between InstantService and Oracle Live Help On Demand Analytics	InstantService does not include **Wrap Up Time** when calculating **Session Time**. Oracle Live Help On Demand Analytics does include **Wrap Up Time** when calculating **Session Time**. Occasionally, the **Wrap Up Time** will push a session outside of the reporting timeframe for Oracle Live Help On Demand Analytics, which will lead to the values for these metrics differing.

Hours Online

Related report in InstantService	Agent Chat Activity Summary
Metric in Oracle Live Help On Demand Analytics	Chat Agent Summary > Hours Online

IP Address

Related report in InstantService	Customer Record
Metric in Oracle Live Help On Demand Analytics	Chat Detail > Visitor IP Address

Offered

Related report in InstantService	Chat Activity
Metric in Oracle Live Help On Demand Analytics	Chat Department Detail > Totals > Queued
Expected differences between InstantService and Oracle Live Help On Demand Analytics	InstantService includes chats in this metric once they enter the queue. Oracle Live Help On Demand Analytics includes chats once they have been taken from a queue by an agent, or if the visitor abandons the chat before it is taken from the queue.

Optional Data

Related report in InstantService	Chat Transcript
Metric in Oracle Live Help On Demand Analytics	Chat Detail > Optional Data

Phone Number

Related report in InstantService	Customer Record
Metric in Oracle Live Help On Demand Analytics	Chat Detail > Visitor Phone

Started

Related report in InstantService	Chat Customer History
Metric in Oracle Live Help On Demand Analytics	Chat Detail > Connected

Total Handled

This InstantService metric is used in more than one context. The “Related report in InstantService” field in the table below provides information about the context for each example.

Related report in InstantService	Department Chat Activity Summary
Metric in Oracle Live Help On Demand Analytics	Chat Department Summary > Totals > Handled Sessions
Expected differences between InstantService and Oracle Live Help On Demand Analytics	InstantService does not include **Wrap Up Time** when calculating **Session Time**. Oracle Live Help On Demand Analytics does include **Wrap Up Time** when calculating **Session Time**. Occasionally, the **Wrap Up Time** will push a session outside of the reporting timeframe for Oracle Live Help On Demand Analytics, which will lead to the values for these metrics differing.

Related report in InstantService	Agent Chat Activity Summary
Metric in Oracle Live Help On Demand Analytics	Chat Agent Summary > Totals > Handled Sessions
Expected differences between InstantService and Oracle Live Help On Demand Analytics	InstantService does not include **Wrap Up Time** when calculating **Session Time**. Oracle Live Help On Demand Analytics does include **Wrap Up Time** when calculating **Session Time**. Occasionally, the **Wrap Up Time** will push a session outside of the reporting timeframe for Oracle Live Help On Demand Analytics, which will lead to the values for these metrics differing.

Total Session Time

Related report in InstantService	Department Chat Activity Summary
Metric in Oracle Live Help On Demand Analytics	Chat Department Summary > Totals > Session Time

Expected differences between InstantService and Oracle Live Help On Demand Analytics	InstantService does not include **Wrap Up Time** when calculating **Session Time**. Oracle Live Help On Demand Analytics does include **Wrap Up Time** when calculating **Session Time**. Occasionally, the **Wrap Up Time** will push a session outside of the reporting timeframe for Oracle Live Help On Demand Analytics, which will lead to the values for these metrics differing.

Related report in InstantService	Department Chat Activity Summary > Filter by Department
Metric in Oracle Live Help On Demand Analytics	Chat Department Summary > Session Time
Expected differences between InstantService and Oracle Live Help On Demand Analytics	InstantService does not include **Wrap Up Time** when calculating **Session Time**. Oracle Live Help On Demand Analytics does include **Wrap Up Time** when calculating **Session Time**. Occasionally, the **Wrap Up Time** will push a session outside of the reporting timeframe for Oracle Live Help On Demand Analytics, which will lead to the values for these metrics differing.

Unavailable (Custom)

Related report in InstantService	Agent Availability
Metric in Oracle Live Help On Demand Analytics	Chat Agent Detail > Unavailable (Custom)

Unavailable (Max Chats)

Related report in InstantService	Agent Availability
Metric in Oracle Live Help On Demand Analytics	Chat Agent Detail > Unavailable (Max Chats)

Appendix B: Comparison between metrics in WebCare and Oracle Live Help On Demand Analytics

This Appendix lists all WebCare fields for which there is an equivalent metric in Oracle Live Help On Demand Analytics and provides information about what, if any, differences exist between the two.

Abnormal Chat

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)
Metric in Oracle Live Help On Demand Analytics	Chat Category

Actual Customer Wait Time

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)
Metric in Oracle Live Help On Demand Analytics	Actual Wait Time (hh:mm:ss)

Agent's Name

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category)
Metric in Oracle Live Help On Demand Analytics	Agent Name

All Abnormal Chats

Related report in WebCare	Reporting>Chat>Chat Tables Overview (Title: Total Chats Received, Breakdown: Breakdown by Queues or Links or Agents)
Metric in Oracle Live Help On Demand Analytics	# Chats (Abnormal)

All Normal Chats

Related report in WebCare	Reporting>Chat>Chat Tables Overview (Title: Total Chats Received, Breakdown: Breakdown by Queues or Links or Agents)
Metric in Oracle Live Help On Demand Analytics	# Chats (Normal)

Auto

Related report in WebCare	Reporting>Chat>Chat Agent Activity
Metric in Oracle Live Help On Demand Analytics	Auto Accept

Average Chat Duration

Related report in WebCare	Reporting>Chat>Chat Tables Overview (Title: Average Chat Duration, Breakdown: Breakdown by Queues or Agents or Links)
Metric in Oracle Live Help On Demand Analytics	Average Chat Duration
Expected differences between WebCare and Oracle Live Help On Demand Analytics	WebCare applies rounding up to chat durations when doing summary reporting. This means that **Chat Duration** and **Average Chat Duration** metrics in the Chat Department Summary, Chat Department Detail, Chat Agent Summary, Chat Agent Detail, Chat Service Usage and Chat Service Usage By Time reports differs between WebCare and Oracle Live Help On Demand Analytics. Oracle Live Help On Demand Analytics is reporting the true figure in these instances.

Average Customer Wait Time

Related report in WebCare	Reporting>Chat>Chat Tables Overview (Title: Average Customer Wait Time, Breakdown: Breakdown by Queues)
Metric in Oracle Live Help On Demand Analytics	Average Wait Time

Breakdown by Links

Related report in WebCare	Chat Tables Overview
Metric in Oracle Live Help On Demand Analytics	Invite Link

Busy

Related report in WebCare	Reporting>Chat>Chat Agent Activity
Metric in Oracle Live Help On Demand Analytics	Busy
Expected differences between WebCare and Oracle Live Help On Demand Analytics	Oracle Live Help On Demand Analytics attributes the initial **unknown** agent state between login and when their state is first explicitly set to auto-accept/manual-accept/busy as Busy time. The expected effect is that the Busy time could be marginally greater in Oracle Live Help On Demand Analytics, and the Unknown state could be marginally smaller.

Chat Transcript

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)
Metric in Oracle Live Help On Demand Analytics	Transcript

Chatting (Total)

Related report in WebCare	Reporting>Chat>Chat Agent Activity
Metric in Oracle Live Help On Demand Analytics	Number of Participant Chats
Expected differences between WebCare and Oracle Live Help On Demand Analytics	WebCare report only reports on chats where the agent was the initial agent. Oracle Live Help On Demand Analytics reports on all chats that the agent participated in including chats that were transferred to the agent and chats where the agent participated as a supervisor.

Customer Name

This field can only be viewed within the Chat Transcript in WebCare.

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)
Metric in Oracle Live Help On Demand Analytics	Visitor

Customer's Browser

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)
Metric in Oracle Live Help On Demand Analytics	Visitor Browser

Customer's IP Address

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)
Metric in Oracle Live Help On Demand Analytics	Visitor IP Address

Customer's Operating System

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)

Metric in Oracle Live Help On Demand Analytics	Visitor Operating System

Customer's Platform

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)
Metric in Oracle Live Help On Demand Analytics	Visitor Platform

Duration

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category)
Metric in Oracle Live Help On Demand Analytics	Chat Duration

E/L Utilization

Related report in WebCare	Reporting>Chat>Chat Agent Statistics
Metric in Oracle Live Help On Demand Analytics	E/H Ratio
Expected differences between WebCare and Oracle Live Help On Demand Analytics	In WebCare, the engaged time only includes chats where agent is the initial agent for the chat. Oracle Live Help On Demand Analytics includes all chats where the agent was a participant (initial department allocation, transferred chat, joined chat as supervisor). WebCare also rounds up the metrics.

Engage Time

Related report in WebCare	Reporting>Chat>Chat Agent Activity
Metric in Oracle Live Help On Demand Analytics	Engaged Time

Idle

Related report in WebCare	Reporting>Chat>Chat Agent Activity
Metric in Oracle Live Help On Demand Analytics	Idle

Initial Queue Position

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)
Metric in Oracle Live Help On Demand Analytics	Initial Queue Position
Expected differences between WebCare and Oracle Live Help On Demand Analytics	A **No Wait in Queue** is displayed in Oracle Live Help On Demand Analytics, where a **0** is displayed in WebCare.

Logged In

Related report in WebCare	Reporting>Chat>Chat Agent Activity
Metric in Oracle Live Help On Demand Analytics	Logged In Time (hh:mm:ss)

Manual Calculation: (Total Chat Time/Number Of Chats)

Related report in WebCare	Manual calculation: (Total Chat Time / Total Participant Chats)
Metric in Oracle Live Help On Demand Analytics	Average Participant Duration (hh:mm:ss)
Expected differences between WebCare and Oracle Live Help On Demand Analytics	WebCare report only reports on chats where the agent was the initial agent. Oracle Live Help On Demand Analytics reports on all chats that the agent participated in including chats that were transferred to the agent and chats where the agent participated as a supervisor.

Maximum Customer Wait Time

Related report in WebCare	Reporting>Chat>Chat Tables Overview (Title: Maximum Customer Wait Time, Breakdown: Breakdown by Queues)
Metric in Oracle Live Help On Demand Analytics	Max Actual Wait Time (hh:mm:ss)

Normal Chat

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)
Metric in Oracle Live Help On Demand Analytics	Chat Category

Percentage of Chats with Transaction Completes – Received Chats

Related report in WebCare	Reporting>Chat>Chat Tables Overview (Title: Percentage of Chats With Transaction Completes - Received Chats) and Chat Daily Summary Report

Metric in Oracle Live Help On Demand Analytics	Conversion Rate
Expected differences between WebCare and Oracle Live Help On Demand Analytics	The number of attributable transactions per chat is more tightly controlled in Oracle Live Help On Demand Analytics than in eStara. Conversions in Oracle Live Help On Demand Analytics are based on the notion of Attributable Transactions. An attributable transaction is a transaction that has occurred within a configurable window of time from when the chat ended. By default, this window of time is four hours for all clients (unless proactively overridden by the customer via the Session Life variable in WebCare). The expected effect is that the Conversion Rate reported in Oracle Live Help On Demand Analytics is likely to be lower than is reported in WebCare.

Reason (Chat Acceptance Details)

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)
Metric in Oracle Live Help On Demand Analytics	Chat Acceptance Method

Referring URL

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat)
Metric in Oracle Live Help On Demand Analytics	Invite Link Page

Time Initiated

Related report in WebCare	Reporting>Chat>Chat Tables Overview (click **Magnifying Glass** next to relevant chat category)
Metric in Oracle Live Help On Demand Analytics	Initiated On

Total Agent Call Pushes

Related Report in WebCare	Reporting>Chat>Chat Tables Overview (Title: Total Agent CallPushes)
Metric in Oracle Live Help On Demand Analytics	# Call Escalations
Expected differences between WebCare and Oracle Live Help On Demand Analytics	Generally figures are mismatching by single digits. Investigation has verified that Oracle Live Help On Demand Analytics is showing the correct data.

Total Agent Page Pushes

Related report in WebCare	Reporting>Chat>Chat Tables Overview (Title: Total Agent Page Pushes)
Metric in Oracle Live Help On Demand Analytics	# Page Pushes
Expected differences between WebCare and Oracle Live Help On Demand Analytics	Differences have been observed; generally figures are mismatching by single digits. Investigation has verified Oracle Live Help On Demand Analytics is showing the correct data.

Total Chat Duration

Related report in WebCare	Reporting>Chat>Chat Tables Overview (Title: Total Chat Duration, Breakdown: Breakdown by Queues)
Metric in Oracle Live Help On Demand Analytics	Chat Duration
Expected differences between WebCare and Oracle Live Help On Demand Analytics	WebCare is applying rounding up to chat durations when doing summary reporting. This means that **Chat Duration** and **Average Chat Duration** metrics in the Chat Department Summary, Chat Department Detail, Chat Agent Summary, Chat Agent Detail, Chat Service Usage and Chat Service Usage By Time reports differ between WebCare and Oracle Live Help On Demand Analytics. Oracle Live Help On Demand Analytics is reporting the true figure in these instances.

Total Chat Time

Related report in WebCare	Reporting>Chat>Chat Agent Activity
Metric in Oracle Live Help On Demand Analytics	Chat Time (hh:mm:ss)
Expected differences between WebCare and Oracle Live Help On Demand Analytics	WebCare report only reports on chats where the agent was the initial agent. Oracle Live Help On Demand Analytics reports on all chats that the agent participated in including chats that were transferred to the agent and chats where the agent participated as a supervisor.

Total Chats Received

Related report in WebCare	Reporting>Chat>Chat Tables Overview (Title: Total Chats Received)

Metric in Oracle Live Help On Demand Analytics	Number of Chats (also known as #Chats in the Chat Service Usage and Chat Service Usage By Time reports.
Expected differences between WebCare and Oracle Live Help On Demand Analytics	In Oracle Live Help On Demand Analytics all Number of Chat metrics include only connected chats. Metrics do not include unconnected chats. WebCare users can use Reporting > Chat > Chat Agent Activity and/or Reporting > Chat > Chat Agent Statistics, but neither of these filter the agent statistics by department.

Total Chats Received Breakdown

Related report in WebCare	Reporting>Chat>Chat Tables Overview; Title: Total Chats Received Breakdown: Breakdown by Links; Filter By Link Name Equals <Link Name>; click **Magnifying Glass** to view chat reporting data; chats are listed chronologically
Metric in Oracle Live Help On Demand Analytics	Last Chat Activity
Expected differences between WebCare and Oracle Live Help On Demand Analytics	None; based on our testing to date, there are no known differences between WebCare and Oracle Live Help On Demand Analytics

Transaction Completed

Related report in WebCare	Chat Tables Overview > Breakdown by agent > Filter by Agent > (click **Magnifying Glass** next to relevant chat category, click **Show** link Chat Log column for the relevant chat) > Transaction Completed field (Yes = 1 in console, No = 0 in console)
Metric in Oracle Live Help On Demand Analytics	Total Attributed Transactions

Expected differences between WebCare and Oracle Live Help On Demand Analytics	The number of attributable transactions per chat is more tightly controlled in the ETL and Oracle Live Help On Demand Analytics than in eStara. Conversions in Oracle Live Help On Demand Analytics are based on the notion of Attributable Transactions. An attributable transaction is a transaction that has occurred within a configurable window of time from when the chat ended. By default, this window of time is four hours for all clients unless proactively overridden by the customer via the Session Life variable in WebCare. The expected effect in Oracle Live Help On Demand Analytics is that the Conversion Rate will most likely be lower than what is reported in WebCare. In WebCare, the value is present as Yes / No, whereas in Oracle Live Help On Demand Analytics, the number of Attributed Transactions is presented (which may be greater than 1).

Unknown

Related report in WebCare	Reporting>Chat>Chat Agent Activity
Metric in Oracle Live Help On Demand Analytics	Unknown
Expected differences between WebCare and Oracle Live Help On Demand Analytics	Oracle Live Help On Demand Analytics attributes the initial **unknown** agent state between login and when their state is first explicitly set to auto-accept/manual-accept/busy as Busy time. The expected effect is that the Busy time could be marginally greater and the Unknown state could be marginally smaller in Oracle Live Help On Demand Analytics than in WebCare.

Appendix C: eStara Abnormal Chat Details

The following reasons characterize legacy eStara chat exchanges as *abnormal* in Oracle Live Help On Demand Analytics:

Reason	Notes
Chat Ended Quickly	Indicates that the chat conversation ended within a given threshold. This threshold is configured per account and is entitled **Seconds Limit for Chat Ending Quickly** in WebCare. The default value is 30 seconds
Nothing said by any of the participants	None of the participants (agent or customer) said anything in the chat conversation
Nothing said by the agent	The agent said nothing in the chat conversation
Nothing said by the customer	The customer said nothing in the chat conversation
Little said by all	The total number of messages sent by all participants is below a preconfigured threshold. This threshold is per account and is named **Count Limit For Little Number of Responses** in WebCare; the default value is 5
Little said by agent	The total number of messages sent by the agent is below a preconfigured threshold. This threshold is per account as is named **Response Count for Agent Said Little** in WebCare; the default value is 3
Little said by customer	The total number of messages sent by the customer is below a preconfigured threshold. This threshold is per account as is named **Response Count for Customer Said Little** in WebCare; the default value is 3
Internal error	The chat ended because of an internal error

Appendix D: eStara Metric Definitions

This chapter provides details on the legacy eStara Click to Chat metrics.

# Call Escalations	The number of call links that have been pushed to visitors.
# Chats	See Number of Chats.
# Chats (Abnormal)	The number of chats that have been categorized as **Abnormal**. The reasons for categorizing a chat as Abnormal are listed in the Appendix. Also known as Abnormal Chats in legacy eStara Chat Invite Link Detail report.
# Chats (Normal)	The number of chats that have not been categorized as **Abnormal**. The reasons for categorizing a chat as Abnormal are listed in the Appendix.
# Page Pushes	The number of page pushes that were performed as part of the chats being reported upon.
% Agent Chats	The percentage of the agent's own number of chats that were initially connected to the specified queue.
% Agent Duration	The percentage of the agent's own chat time that was spent on chats that were initially connected to the specified queue.
% of Agent's Sessions	The percentage of the agent's own number of sessions that were taken on specified department.
% of Agent's Session	The percentage of the agent's own session time that was spent on

Time	sessions for the specified department.
% of Department's Session Time	The agent's percentage of the overall session time for the specified department.
% of Department's Sessions	The agent's percentage of the overall number of sessions for the specified department.
% of Logged in Time	The percentage of the agent's logged in time that was spent in the status listed. Known as **% Logged in Time** in the legacy eStara Chat Agent Detail report.
% of Total Chats	The percentage of the total number of chats that the associated number of chats represents. In the Chat Invite Link Summary report, this holds the percentage of overall number of chats that were initiated from the associated Invite. For example, in the Chat Invite Link Summary report if 500 chats were connected and: 350 of the connected chats were initiated from an invite called InviteLink1 150 of the connected chats were initiated from an invite called InviteLink2. The **% of Total Chats** sent by InviteLink1 and InviteLink2 respectively would be: 70% from InviteLink1 (350 divided by 500) 30% from InviteLink2 (150 divided by 500). In the legacy eStara Chat Queue Detail report, this holds the percentage of overall chats categorized as Normal or Abnormal.
% Queue Chats	The agent's percentage of the overall number of chats for the specified queue.
% Queue Duration	The agent's percentage of the overall chat time for the specified queue.

Abandoned	The number of chat sessions that were abandoned by the visitor while in the queue for the specified department within the reporting timeframe.
Abandonment Rate	The percentage of chats that were abandoned in queue, whether before or after chatting with an agent. For example, if a visitor chats to an agent and gets transferred back to the queue but then abandons the queue, then this metric is calculated, even though the visitor has chatted to at least one agent.
Abnormal Chats	See # Chats (Abnormal).
Abnormal Chat Ratio	The ratio of abnormal to normal chats across all of the chats within the reporting time frame. For example, if 500 chats were connected and: 300 of the chats were categorized as normal 200 of the chats were categorized as abnormal. The Abnormal Chat Ratio in this instance would be 40% (such as 200 divided by 500).
Actual Wait Time (hh:mm:ss)	The initial time that the user spent waiting in queue before being connected to an agent; this does not include any wait time while a chat is active, such as wait time between responses from agent during the chat. Known as Initial Wait Time in the legacy eStara Chat Transcript report.
Agent	See Agent Name.
Agent Name	This is the name of the agent. In the legacy eStara reports, this is the name of the first agent to engage in the chat.
Auto Accept	The total amount of time that the agent spent in Auto Accept mode (regardless of whether they were actively chatting or not).

Auto Accept - Engaged	The total amount of time that the agent spent engaged on one or more chats while in Auto Accept mode. **Note:** Conditional based on data availability.
Auto Accept - Not Engaged	The total amount of time that the agent spent not engaged in any chats while in Auto Accept mode. **Note:** Conditional based on data availability.
Auto Accept Ratio	The ratio of chats that were automatically accepted versus manually accepted across all of the chats within the reporting time frame. For example, if 500 chats were connected and: 100 of the chats were manually accepted 400 chats were automatically accepted. The Auto Accept Ratio would be 80% (400 divided by 500).
Available	The amount of time that the agent(s) spent in the Available state within the reporting timeframe. This is displayed in hh:mm:ss format and as a percentage of the total agent(s) time.
Average Chat Duration	The average of the Chat Duration values across all chats covered by the report.
Average Initial Wait Time	The average of the Initial Wait Time values across all chats covered by the report.
Average Session Time	The average Session Time value for all chats associated with the specified department or agent. This is calculated using the following formula: `Session Time / Handled Sessions`.
Average Wait Time	The average of the Wait Time values across all chat sessions covered by the report.
Average Wrap Up Time	The average of the Wrap Up Time values covered by the report. In the Chat Department Summary and Chat Agent Summary reports, this is the average of the Wrap Up Time values for all chat

	sessions associated with the specified Department or Agent.
Averages	In various places in Oracle Live Help On Demand Analytics, Averages and Totals values are presented at the bottom of tables of information. The data in the Averages row represents the average of the values presented in the table above it.
Average Chat Duration	The average duration of chats during the specified time period. This is calculated using the following formula: `Total Chat Duration / Number of Chats`.
Average Initial Wait Time	The average of the Initial Wait Time values for the specified time period.
Average Participant Duration (hh:mm:ss)	The average duration of the agent's participation across all the chats in which he or she participated. Manual calculation: `(Total Chat Time / Total Participant Chats)`
Busy	The total amount of time that the agent spent in Busy mode, regardless of whether or not he or she was actively chatting. **Note:** Conditional based on data availability.
Busy - Engaged	The total amount of time that the agent spent engaged on one or more chats while in Busy mode. **Note**: Conditional based on data availability.
Busy - Not Engaged	The total amount of time that the agent spent not engaged in any chats while in Busy mode. **Note**: Conditional based on data availability.
Call Escalation Rate	This is the percentage of chats in which at least one call link was pushed to visitors.
Call Escalations	The number of call links that have been pushed to visitors.
Chat Acceptance Method	The manner in which the agent accepted the chat, i.e. Manually or Automatically.

Chat Category	The category of the chat, i.e. Normal or Abnormal.
Chat Duration	The elapsed duration of the chat (disregarding overlapping session times on a single chat). This is calculated from the time that the chats were connected and does not include the initial wait time. On the Chat Invite Link Detail and Chat Service Usage reports, this is the total of the Chat Duration values for all of the chats covered by the report.
Chat Ended	The time at which the chat was terminated.
Chat ID	The unique ID number associated with a chat.
Chat Initiated Timestamp	See Initiated On.
Chat Session ID	The identifying field of the chat within the eStara system.
Chat Time (hh:mm:ss)	The amount of time that the agent spent chatting (accounting for the fact that a given Agent can be chatting concurrently on multiple slots). Consider the following Agent Activity example: 1:00pm - 1:10pm - Chatting to User 1 (10 minutes) 1:05pm - 1:12pm Chatting to User2 (7 minutes) 1:05pm - 1:15pm Chatting to User3 (10 minutes) 1:20pm - 1:30pm Chatting to User4 (10 minutes) In this case, the Chat Time between 1:00 and 2:00pm would be 37 minutes.
Chat Time Ratio	The Chat Time Ratio reflects the percentage of the agent's possible chat time that was actually spent chatting. This is calculated as `Session Time / Possible Session Time`. Possible Session Time is calculated using the following formula: `(Elapsed Time in Available State * Maximum number of slots for the agent) + (Session Time While In Unavailable Status)`.

	In the legacy eStara Click To Chat reports, this value is calculated using the following formula: `Total Chat Duration / Possible Chat Time`. Possible Chat Time is calculated using the following formula: `((Time Spent in Auto-Accept Mode) + (Time spent in Manual Accept)) X (Maximum number of slots for the agent) + (Time that the agent spent chatting whilst in Busy mode).`
Chatting Duration (hh:mm:ss)	The total amount of time that the agent spent participating in chats for the queue listed.
Completed	The number of handled chat sessions that were completed by the specified department within the reporting timeframe. This includes any chat sessions that were transferred to another agent but were completed by the transferring agent.
Completion Rate	The percentage of Handled Sessions which were completed by the specified department or agent within the reporting timeframe.
Connected	For chats, this is the time at which the first agent connected to the chat. For individual chat sessions, this is the time that the relevant agent connected to the chat session.
Connected Timestamp	The time at which the chat was connected to an Agent.
Conversion Rate	The percentage of chats that were converted. The conversion rate is defined as: `Number of Converted Chats / Number of Chats` where Number of Converted Chats is the number of chats that have one or more Attributed Transactions associated with them and Number of Attributed Transactions is a count of the transactions attributed to the chat within the given Session Life window [four (4) hours by default]. In line with WebCare reporting, conversions for chats are attributed only to the initial agent and initial department.

Department	See Department Name.
Department Name	The name of the department to which chats have been routed.
Disposition	The manner in which the chat session ended. There are a number of potential dispositions for a chat session. These include: Completed – The visitor left the session and the agent performed any wrap up required. Transferred to another Agent (but completed by self) – The session was transferred directly to another agent, but the original agent remained on the session and completed the session. Transferred to Queue (agent disconnect) – The agent lost their connection during the session and the system transferred the chat back to the most recent queue. Transferred to Agent – The session was transferred directly to another agent. Transferred to Queue – The session was transferred to a queue. Agent left session. – The agent left the session before the visitor.
E/H Ratio	The E/H Ratio is the Engaged / Hours Online ratio and reflects the percentage of the agent's logged in time that was spent chatting on at least one chat session. In the Agent Activity example given in the Engaged Time definition, if reporting on the 1:00 - 2:00pm time frame, the E/H ratio would be calculated as follows: Engaged Time: 25 minutes Hours Online: 60 minutes E/H Ratio: 25/60 = 0.42 or 42%
E/L Ratio	This is the legacy eStara reports equivalent of the E/H Ratio. See E/H ratio for a complete definition.
End Reason	The business reason for the end of the interaction between the visitor and the agent(s). The reason will be selected from the following options: Visitor abandoned initial queue: The visitor abandoned the system from the queue before a chat session was initiated.

	Visitor abandoned transfer queue: The visitor abandoned the system from a queue after chatting to an agent and being transferred back to a queue. Monitor ended session: The monitor ended the session and exited all participants. Agent dismissed visitor: The agent dismissed the visitor but kept the chat active to perform wrap up activities. Monitor dismissed visitor: The monitor dismissed the visitor. Visitor exited during chat: The visitor exited the system while a chat session was taking place. Connection timed out: Either the visitor's or the agent's connection timed out. Agent ended session: The agent ended the session and exited all participants.
Ended	For chats, this is the time at which the last participant exited the chat. For chat sessions, this is the time that the relevant agent exited the chat session.
Engaged	The amount of time that the agent(s) spent on one or more chats within the reporting timeframe. This is displayed in hh:mm:ss format and as a percentage of the total agent(s) time.
Engaged (Auto-Accept)	See Auto Accept – Engaged.
Engaged (Busy)	See Busy – Engaged.
Engaged (Manual Accept)	See Manual Accept – Engaged.
Engaged Time	The total elapsed period of time that the agent spent engaged on one or more chats within the reporting timeframe. Consider the following Agent Activity scenario: Agent A spent the following timeslots, chatting with users: 1:00pm - 1:10pm Chatting to User1 on Slot #1 (10 minutes). 1:05pm - 1:12pm Chatting to User2 on Slot #2 (7 minutes).

	1:05pm - 1:15pm Chatting to User3 on Slot#3 (10 minutes). 1:20pm - 1:30pm Chatting to User4 on Slot #1 (10 minutes). In this case, the Engaged Time between 1:00 and 2:00pm would be 25 minutes. **Note**: This metric excludes periods where the agent participated in a chat session as a monitor.
Entered Queue	The time at which the chat entered the queue for the initial department.
Final Agent	The name of the last agent to which the chat was routed before the chat ended.
Final Department	The name of the last department to which the chat was routed before the chat ended. **Note**: If an agent performs an agent to agent transfer, then the department assignment for that chat session will be unchanged even if the agent to whom the chat is transferred has not been assigned to that department.
Full Transcript of Chat	A section containing the full transcript of the chat. **Note:** Conditional based on data availability.
Handled	See Handled Sessions.
Handled Sessions	The number of chat sessions that were handled within the reporting timeframe. This does not include chat sessions where the agent participated as a monitor.
Hours Online	The amount of time the agent was logged into the Agent Console during the reporting timeframe regardless of the agent's status while logged in.
Idle	The total amount of time that the agent spent in an idle state (such as inactive for more than 10 minutes). **Note:** Conditional based on data availability.

Initial Agent	The name of the first agent to engage in the chat.
Initial Department	The name of the department to which chats were initially routed.
Initial Queue Position	The initial position of the chat upon entry to the queue; set to **No Wait in Queue** if the visitor did not have to wait in a queue.
Initial Wait Time	The initial wait time associated with the chat, i.e. the time between the visitor being added to the department's queue and the first agent connecting to the chat. `Connected - Entered Queue = Initial Wait Time`
Initiated On	The timestamp recording the time at which the chat was initiated by the visitor. Known as Initiated Timestamp on the legacy eStara Chat Detail report and Chat Initiated Timestamp on the legacy eStara Chat Summary Report.
Initiated Timestamp	See Initiated On.
Invite Link	The name of the invite link that the visitor clicked to initiate a chat.
Invite Link Page	The URL of the webpage that the visitor was on when he or she clicked the Chat Invite.
Last Chat Activity	The date and time of the last chat that was initiated from the specified invite link within the reporting time frame.
Last Chat Routed to Queue	Each chat is initiated from an Invite Link and from there routed to a queue. For a specified Invite Link, this field holds the name of the queue to which the last chat was routed within the reporting time frame.
Logged In Time (hh:mm:ss)	Total amount of time that the agent was logged into WinCare during the reporting time frame. Known as Total Logged in Time on the legacy eStara Chat Agent Detail report.
Longest Chat	The duration of the longest running chat within the reporting time

	frame.
Longest Wait Time	The duration of the longest wait time within the reporting time frame.
Manual Accept - Engaged	The total amount of time that the agent spent engaged on one or more chats while in Manual Accept mode. **Note:** Conditional based on data availability.
Manual Accept - Not Engaged	The total amount of time that the agent spent not engaged in any chats while in Manual Accept mode. **Note:** Conditional based on data availability.
Max Actual Wait Time (hh:mm:ss)	The maximum actual wait time across all chats being reported upon.
Max Used Slots	The maximum number of chatting slots used concurrently by the agent within the reporting time frame. **Note**: This does not include any time that the agent spent as a monitor on a session. Consider the following Agent Activity scenario: Agent A spent the following timeslots, chatting with users: 1:00pm - 1:10pm Chatting to User1 on Slot #1 (10 minutes). 1:05pm - 1:12pm Chatting to User2 on Slot #2 (7 minutes). 1:05pm - 1:15pm Chatting to User3 on Slot#3 (10 minutes). 1:20pm - 1:30pm Chatting to User4 on Slot #1 (10 minutes). In this case, the Max Slots value would be 3 as the agent had 3 concurrent chats between 1:05pm and 1:10pm.
Max Wait Time	The maximum Wait Time value across all chat sessions covered by the report.
Min Actual Wait Time (hh:mm:ss)	The minimum Actual Wait Time across all chats being reported upon.
Min Wait Time	The minimum Wait Time value across all chat sessions covered by the report.
Name	See Department Name.

Normal Chats	See # Chats (Normal).
Not Engaged	The amount of time that the agent(s) spent not engaged chats within the reporting timeframe. This is displayed in hh:mm:ss format and as a percentage of the total agent(s) time.
Not Engaged (Auto Accept)	See Auto Accept – Not Engaged.
Not Engaged (Busy)	See Busy – Not Engaged.
Not Engaged (Manual Accept)	See Manual Accept – Not Engaged.
Number of Chats	The total number of connected chats across the reporting time frame. In Chat Invite Link Summary report this holds the number of connected chats that were initiated from the associated invite link. In Chat Agent Detail Report this holds the total number of chats that the agent participated in. In the legacy eStara Chat Queue Summary report this holds the number of chats that were initially connected to the specified queue. This does not include **Unconnected** chats, but does include all other Normal and Abnormal chats.
Number of Chats (as Initial Agent)	The total number of chats that the Agent participated in as the initial agent: This does not include chats that were transferred to the agent, or where the agent participated as a monitor.
Number of Chats from Link	The total number of connected chats that were initiated from the Invite Link listed.
Number of Participant Chats	The number of chats that the agent participated in: This includes chats that were transferred to the agent and chats where the agent participated as a supervisor.

Number of Departments	The number of departments that were linked to the Invite listed within the reporting time frame.
Organization	The name of the organization to which the current report refers.
Origin	The origin of the chat session, i.e. the underlying reason for the creation of the chat session. There are a number of potential origins for a chat session. These include: Taken from initial queue – This origin is used if a chat is taken from the first queue it joined after the chat was initiated. Taken from transfer queue – This origin is used if the chat was transferred to a queue by the agent who participated in the previous session of the chat. Taken from recovery queue – This origin is used if the previous chat was terminated by an agent disconnection and the system placed the chat back in the queue. Agent Transfer – This origin is used if an agent directly transfers the chat to another agent.
Queue Name	In the legacy eStara reports, this is the name of the department to which chats have been routed.
Queued Sessions	The number of chat sessions that were either taken by an agent or abandoned by a visitor while they were in the queue for a specified department within the reporting timeframe. **Note**: It is possible for the same chat to be offered more than once by a single department, e.g. a chat can enter a department's queue and be taken by an agent, then be transferred back to the same department's queue.
Session End Reason	See End Reason.
Session Disposition	A breakdown of the Disposition values for the chat sessions covered by the report.
Session Origin	A breakdown of the Origin values for the chat sessions covered by the report.

Session Time	For chat sessions, this is the duration of the relevant chat session, i.e. `Ended – Connected`. For chat sessions, this metric includes: The time when the Agent and Visitor were both present on the chat session Any wrap up time after the Visitor was dismissed, i.e. Wrap Up Time Any pending session time, i.e. the time between an Agent Disconnect event and the associated recovery event. For chat sessions, this metric does not include: Any preceding Wait Time Any time where the Agent participated as a Monitor. In the Chat Department Summary, Chat Department Detail, Chat Agent Summary and Chat Agent Detail reports, this is the total of all the Session Time values across all chat sessions covered by the report.
Session Time While In Unavailable Status	The total amount of Session Time that the agent accumulated while in one of the Unavailable states within the reporting timeframe.
Time Period	The start and end times of the period covered by the current report.
Top Ranking Invite Link Pages	The list of top ranking Invite Link Pages for a specified invite.
Total Attributed Transactions	The number of transactions that have been attributed to the chat; determined by the Session Life window--4 hours by default.
Total Available Time	The total amount of time that the agent spent in the Available state within the reporting timeframe.
Total Logged In Time	See Logged In Time (hh:mm:ss).
Total Unavailable Time	The total amount of time that the agent spent in an Unavailable state within the reporting timeframe.
Transcript	The full transcript covering activity in the chat, covering multiple chat

	sessions if required.
Transfer Rate	The percentage of chats that have at least one transfer. This includes all types of department or agent transfers.
Transferred (to Department)	The number of chat sessions handled by the specified department or agent that were transferred within the reporting timeframe. This includes chat sessions that were transferred as the result of an agent disconnect.
Transferred (to Agent)	The number of chat sessions handled by the specified department or agent that were transferred directly to another agent within the reporting timeframe.
Unavailable	The amount of time that the agent(s) spent in one of the Unavailable states within the reporting timeframe. This is displayed in hh:mm:ss format and as a percentage of the total agent(s) time.
Unavailable (Away)	The amount of time that the agent spent in Unavailable (Away) state during the reporting timeframe. This is displayed in hh:mm:ss format and as a percentage of the total agent(s) time.
Unavailable (Custom)	The amount of time that the agent spent in one of the customizable Unavailable states during the reporting timeframe. This is displayed in hh:mm:ss format and as a percentage of the total agent(s) time. For more information on customizing Unavailable states, please contact Customer Services.
Unavailable (External)	The amount of time that the agent spent in Unavailable (External) state during the reporting timeframe. This is displayed in hh:mm:ss format and as a percentage of the total agent(s) time.
Unavailable (Max Chats)	The amount of time that the agent spent in Unavailable (Max Chats) state during the reporting timeframe. This is displayed in hh:mm:ss format and as a percentage of the total agent(s) time.
Unknown	The Agent was in a state that was unknown to the system. **Note**:

	Conditional based on data availability.
Visitor	The name that the visitor entered within their chat interface when requesting the chat.
Visitor Browser	Information about the visitor's browser. E.g., `Mozilla/5.0 (Macintosh; U; Intel Mac OS X 10_5_8; en-us) AppleWebKit/531.21.8 (KHTML, like Gecko) Version/4.0.4 Safari/531.21.10`
Visitor Email	The email address that the visitor entered within their chat interface when requesting the chat. **Note**: Not all customer accounts have this feature turned on.
Visitor First Name	The first name that the visitor entered within their chat interface when requesting the chat. **Note**: Not all customer accounts have this feature turned on.
Visitor IP Address	The IP address of the visitor's computer.
Visitor Last Name	The last name that the visitor entered within their chat interface when requesting the chat. **Note**: Not all customer accounts have this feature turned on.
Visitor Operating System	Information about the visitor's operating system.
Visitor Participation Ended	The time at which the visitor's participation in the chat ended, i.e. the time at which they were dismissed or left the chat of their own accord.
Visitor Phone	The telephone number that the visitor entered within their chat interface when requesting the chat. **Note**: Not all customer accounts have this feature turned on.
Visitor Platform	Information about the visitor's platform. An example: `Macintosh`.

Wait Time (hh:mm:ss)	See Actual Wait Time (hh:mm:ss).
Wrap Up Time	The segment of time on the chat session after the Visitor has left or been dismissed but before the Agent exits the chat session. The Agent may use this time to write up incident reports etc. In the Chat Agent Detail report, this is the sum of the Wrap Up Time values across all chat sessions covered by the report.